

Barlow Water Improvement District (BWID) POSITION DESCRIPTION

Title: BWID Water System Manager

Note: For efficiency and economy, BWID has created a new job position, which will be titled the BWID Water System Manager, and is described herein.

POSITION PURPOSE

Manage and direct every aspect of the BWID water system, including administration, operations, and maintenance. The BWID Manager will be tasked with doing so safely, profitably, reliably, efficiently, and responsibly, thereby maximizing value to the community. Responsible for assuring compliance with current BWID Restated Articles of Incorporation, BWID By-Laws, and BWID Rules and Regulations, as may be revised or updated periodically. This position reports directly to the current BWID board with primary direction from the BWID chairman.

ESSENTIAL JOB FUNCTIONS AND RESPONSIBILITIES

Primary Contributions and Responsibilities

Management (35%)

- Direct personnel in establishing, implementing and updating the policies, procedures and programs necessary for exemplary safe, profitable, reliable, efficient, and responsible delivery of water to members.
- Direct personnel and contractors in the day to day activities as necessary to deliver water profitably, safely, reliably, efficiently, and responsibly.
- Recruit, select, manage, develop, motivate, evaluate, discipline and assess employee and contractor performance.
- Develop, promote and maintain an outstanding team culture that follows these guidelines: Be Accountable, Respectful, Make the Right Thing Happen, Positive Attitude, Team Behavior and Earn Trust
- Initiate, define, delineate, implement and oversee safety programs and policies.
- Develop, define and direct initial and on-going training for all BWID personnel.
- Innovate and find new ways to perform routine functions in the most economical manner.
- Manage equipment warranties and the resolution of warranty issues.
- Manage contracts and interfaces with equipment and support vendors.
- Work directly with contractors, as required, to complete system repairs and maintenance that requires additional equipment and labor.

Administration (30%)

- Develop and track annual and long-term plans and budgets for achieving the goals of BWID as stated in the by-laws and directives from the board.
- Provide oversight and administration of the BWID water system.
- Direct the positive and effective presentation of the BWID water system including operating results, performance, morale, and perception of BWID members.
- Develop and implement plans to meet long-term BWID system performance and maintenance objectives including O&M monitoring, all required tests, operating data, equipment valuations, spare parts and all aspects of the BWID system including contracted service agreements.
- It shall be the responsibility of this position to ensure that billing, posting payments, late notices, banking transactions, filing, and collections are timely and accurate. To answer questions regarding billing and general information upon request of the District members. To maintain the billing system and update all owner information when received.
- Responsible for ordering billing and office supplies from the appropriate vendors. Maintain the vendor list and be aware of cost comparison with other vendors of like services or goods to minimize costs.

- Responsible for all billing and record keeping. Assure that a system backup is run after each billing as well as weekly on Fridays and at the end of each month. The backup disks shall be maintained for no less than one year.
- Responsible for organizing all bills and payments and assuring signature approvals for designated board members.
- Responsible for all mailings to members including mailing of the quarterly newsletters.
- Responsible for coordination of all testing requirements imposed by the Water Resources Department and the Health Department for the State of Oregon Mail test results to the State Health Department.
- Responsible for compiling the annual Consumer Confidence Report information and distribution to all members during the month of May each year along with the regular newsletter.
- Order the testing materials from the appropriate laboratories and ship/deliver the collected specimens in a timely manner.
- Responsible for the reading of the water meters. This person may either read the meters directly or with board approval select an alternate meter reader; while providing that person or persons with the route lists. Also responsible for assuring that meter readings from the route list are transferred (or uploaded) into the system.
- Review the readings and where there may be a problem assure that the meters readings are verified. All activities regarding the reading of meters i.e. change of ownership of property; property owners requesting a re-reading of their meters or new meter installation shall also be deemed a responsibility of this position.
- Answer all letters from the members.
- Attend the monthly board meetings and report any problems or suggestion received from the membership.
- Pick up all mail daily from the mail box. Compile the bills to present to the board members for approval. Deliver approved bills to the District bookkeeper and pick up completed checks and reports. Call board members for required signatures on checks.
- Maintain regular office hours at the Barlow Water District Office, as established by the board. Unless modified by the board, those hours shall be 9 am to 1 pm Monday through Friday with the exception of the week in which a required Saturday Board of Directors Meeting is held. During that week the workweek shall be Tuesday through Saturday unless alternative arrangements have been requested and approved. A notice shall be posted on any day in which the office is closed to allow banking and other activities necessary for District business. The office will be closed on national holidays, including Christmas, New Years Day, Memorial Day, Fourth of July, and Labor Day. If the holiday falls on a week-end the office will close on the day designated by the federal government as the official observance of the holiday.
- Apply all checks to member accounts, deposit checks, work with and prepare reports for the bookkeeper regarding billings (including timesheet submittal), receivables and adjustments.
- Answer all calls for the district on a same or next working day basis.
- Maintain the general filing system and the legal file system held in the BWID safe.
- Assist with requesting and administering all grant and loan funds for the BWID. Set up and maintain record keeping in accordance with the grant application and approval requirements. Coordinate the approval and payment of all outside contractor charges.
- Coordination of response to any water emergency.
- Set up a diary tracking system for due dates of all testing and other Water District activities.
- Any other duties as might be directed by the Barlow Water Improvement District Board.

Daily Operations and Maintenance (30%)

- Contribute to BWID's profitability and positive image by assuring reliable and quality water supply to all members.
- Read well meters and check the reservoir on a daily basis or as required.
- Must have a complete understanding of the BWID computerized system controls including the ability to make repairs, calibrate sensors, and assure proper operations either directly or as assisted by a vendor/contractor as required.
- Clean well houses as needed and assure proper security of all BWID buildings.
- Complete all water testing as outlined by the State of Oregon Health Division. Testing shall be timely and all results reported to the board of directors.
- Order water system supplies from vendors selected by the Board in accordance with the annual budget and as needed.

- Respond to concerns from members to determine if there is a BWID problem or a home owner issue and advise the home owner of the appropriate responsible party. i.e. the district or the homeowner
- Maintain chlorine supply, and proper equipment operation.
- Either directly or using an approved contractor, replace/repair residential meters if broken. Also, assure the repair all water line breaks as soon as possible after they are identified. Call for the locate service as required.
- Daily check and service of Water Corporation vehicle. (Gas & Oil Change at local dealer).
- Attend all BWID Board of Directors meetings and provide a written report in a board approved standard format covering current items of interest and activity since the last meeting.
- Assist with planning and implementation of repairs and system upgrades. Work with state and federal agencies as well as engineering firms as required.
- Maintain adequate records, and make timely submittals, as required by state and local authorities for monitoring and operations of the water system.
- Assure that BWID is fully compliant with all requirements of the USDA, and other active loan agreements as required.
- Notify as many homeowners as possible whenever the water is to be shut off. In the case of emergencies the office staff and any board members who are available at the time will do notification.
- Operation and maintenance of all equipment owned by the BWID.
- Keep an accurate log book covering all work done each day.
- Attend job related continuing education and remain current on regulatory certifications, as required, for the safe and reliable operation of the BWID system.
- Read the residential water meters every month (or as directed by the Board), and any time a member's property changes ownership.
- Turn off water as required either for delinquent payment for water or as requested by a member after appropriate payment for this service has been received.
- The Water System Manager shall also perform other duties as requested from time to time by the Board of Directors.

Regulatory and External Relationships

- Maintain proper and productive relationships with various regulatory parties, auditors, local land owners/members, and public agencies by meeting requirements and commitments and resolving outstanding issues effectively.
- Ensure that good community relationships are maintained by working with members, local leaders, and assure appropriate support of local activities.

Minor Job Responsibilities (5%)

- Observe, evaluate, report and recommend changes in housekeeping practices.
- Perform hands-on maintenance and operation duties when the needs of the customers are best served.
- Stay at the forefront of the industry and maintain working relationships with other water system operators and related organizations.
- Other job duties or tasks may be assigned on as needed basis.

CHALLENGES

- Working independently while producing in an environment with limited resources.
- Motivation, influence, coordination and facilitation of system operations and performance.
- Operations within EPA, OSHA, DEQ, and other applicable requirements and regulations.
- Achieving optimum system efficiency and operations while protecting BWID property.
- Maintaining good relations while implementing unique and new operating practices.
- Maintaining good working relationships with members and local community.
- Normal work hours will be Monday through Friday from 8am to 5pm. In the event of a system emergency, this position requires work during off hour periods (including weekends and holidays), until the situation has been corrected or stabilized.

KNOWLEDGE / SKILLS / EXPERIENCE REQUIRED

- Ability to perform highly technical work and exercise independent judgment and discretion in the course of the daily administration and operation of BWID,
- Good working knowledge of computers and software programs to include the BWID billing system, BWID control system, Excel, Word, and other programs as required.
- Comprehensive ability to review and analyze abstract and complex technical, policy and financial issues related to the operation and maintenance of the BWID system.
- Comprehensive knowledge of electrical, mechanical, and control systems including system operation and maintenance as demonstrated through previous experience.
- Thorough knowledge of BWID and industry requirements relating to the proper operation and maintenance of a water system.
- Must assure ability to gain certification for testing and maintenance of backflow devices.
- Thorough knowledge of fundamental system operations including economic principles and concepts.
- Thorough knowledge of BWID systems, operations, and maintenance concepts.
- Thorough knowledge of budgetary and planning practices.
- Thorough knowledge of reporting and compliance requirements to all agencies directly related to the operation of the BWID system.
- Excellent managerial skills and human relations skills as demonstrated through previous experience.
- Excellent verbal and written skills as demonstrated through previous experience
- Effective management skills.
- Effective negotiation skills.
- Working knowledge of contract administration and managing relationships with O&M contractors.
- Working ability to read and interpret system drawings and documents (including controls).
- Working knowledge of accounting principles and financial reports
- Typically, five or more years experience in the operation and maintenance of water systems (or equivalent), and/or experience as a manager or supervisor.
- Valid drivers' license.

PHYSICAL / MENTAL ABILITIES AND PROCESSES

- Excellent analytical reasoning and problem solving skills.
- Physical ability to work on all water system equipment.
- Physical ability to climb stairs and ladders to access plant water tower equipment (routinely to heights of 100 ft. or higher).
- Ability to work in high or confined areas.
- Participate in applicable mandated random drug and alcohol testing.
- Able to drive BWID owned vehicles.