

## **Utilities Manager**

### **Overall Objective:**

Plan, direct and manage operational activities and improvements for Borough Electric, Water and Wastewater Divisions. Responsible for identifying and meeting the current and future operational needs of the utility operations, setting and accomplishing goals and developing subordinate division superintendents and managers.

### **Education:**

Bachelor's degree in Civil, Mechanical or Electrical Engineering or other related field is preferred or equivalent experience.

### **Experience:**

Must have a proven, successful record of accomplishment as a manager and five years progressive operations experience in a leadership capacity with well-developed management, public relations, and customer service skills. Experience with services provided on a multi-municipal basis desired. Must be safety conscious and demonstrate excellent interpersonal skills through teamwork, initiative and good judgement. Must have a thorough knowledge of municipal utility operations. Experience in wastewater collection/treatment, water production/distribution activities and/or electric generation and distribution systems preferred.

### **PRINCIPAL ACCOUNTABILITIES (ESSENTIAL DUTIES)**

- 1) Determine and manage priorities for operations to ensure the use of manpower, materials and equipment meet objectives in terms of time, quality, and cost.
  - 2) Demonstrate continuous effort to improve operations, streamline work processes, and work cooperatively to provide quality customer service.
  - 3) Administer a labor relations program to foster positive productive working relationships.
  - 4) Develop and maintain professional working relationship with Borough staff by providing support to the Borough team through commitment, assistance and service.
  - 5) Establish and monitor quality control inputs and investigate quality problems taking the necessary corrective action to meet or exceed quality standards.
  - 6) Develop and monitor a development program for employees to assure the highest level of well-trained technical and safety training is received and applied that employees meet defined expectations established by the Borough.
  - 7) Prepare and administer Division capital and operating budgets to meet Borough guidelines, minimize costs and deliver effective operations.
  - 8) Develop, recommend, direct and implement short and long-term plans and capital improvement projects or programs to assure continued development and improvements in the Community.
  - 9) Participate in the selection of all machinery and equipment to ensure safe, efficient and reliable operation.
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- 10) Maintain responsible fiscal procedures and controls for operating division revenues and expenditures, as well as preparing an annual operating and multi-year capital budget document.
- 11) Provide effective leadership for assigned operational programs, and development of subordinate managers to improve efficiency and effectiveness of the Borough work force as well as coordinate activities with other managers.
- 12) Seek innovative and service delivery improvements in assigned programs, develop efficiencies, and coordinate efforts within and between divisions.
- 13) Evaluate customer and organizational needs in assigned operational activities and formulate and implement short and long range plans to meet those needs.
- 14) Monitor assigned projects to ensure employees and contractors comply with quality, schedule and budget parameters.
- 15) Maintain effective working relationships with local, county, state and federal agencies, professional and technical groups, elected officials, and the public regarding Borough activities and services to ensure that the needs of the Borough are met.
- 16) Keep borough manager informed of activities and operations under their purview.
- 17) Provide exceptional customer service to internal and external customers.
- 18) Assess each operational division as a component of the entire Borough by utilizing a “top down” approach; thus, ensuring that the Borough as a whole is considered first when establishing policies and making decisions for subordinate departments.

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The Borough offers an attractive wage, comprehensive benefit package and a workplace with an emphasis on quality and teamwork.

Qualified candidates should send your resume to: Human Resources Dept, Borough of Ephrata, 124 South State Street, Ephrata, PA 17522 or email to [skramer@ephrataboro.org](mailto:skramer@ephrataboro.org). Visit our website at [www.ephratboro.org](http://www.ephratboro.org).

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