

## **TOWN OF MANCHESTER POSITION GUIDE**

**Title:** Deputy Water & Sewer Administrator  
**Department:** Water and Sewer Department  
**Reports To:** Water and Sewer Administrator

### **NATURE OF WORK**

Under the general supervision of the Water and Sewer Administrator, oversees the administrative and financial operations of the Town of Manchester Water and Sewer Department. The Deputy Water & Sewer Administrator is responsible for overseeing the business, financial, and other administrative affairs of the department in such a way as to provide the best possible level of service to Manchester Water & Sewer customers.

The Deputy Administrator will be responsible for the day-to-day administrative and financial management of the department, including customer service, meter services, and accounting. The successful candidate will be a hands-on and collaborative manager, as well as a strategic thinker, with proven experience in accounting, budgeting, customer service, compliance; business operations, and office administration, staff management, and operations.

### **ESSENTIAL JOB FUNCTIONS**

Responsible for all financial and administrative aspects of Water & Sewer department, including budget, payroll, accounting, accounts payable/receivable, billing, customer service and procurement and revenue management.

Working closely with the Administrator, the Budget & Research Office, and Finance Department, formulates comprehensive short- and long-range capital and operating budget plans.

Leverages technology and implements business process redesign to enhance service levels.

Prepares budget forecasts and expenditure reports, to be presented to Administrator, Budget Office, General Manager, Board of Directors and other staff and public forums as needed.

Develops, implements, and manages all fiscal and administrative policies and procedures to ensure that all procurements, payroll and fiscal obligations, and customer service matters are met and conducted in accordance with federal, state and local laws and best business practices.

Provides general financial and administrative advice, assistance, and recommendations to the Administrator and keeps him/her informed through weekly meetings and/or reports.

Performs varied and highly complex administrative and technical work requiring the exercise of significant leadership, independent judgment, and initiative in the planning, management, and execution of department services to meet the Water and Sewer Department's financial, business, and operational needs.

Manages diverse range of technical and administrative employees; Acts as the responsible manager in the absence of the Water and Sewer Administrator.

Assists in planning, organizing and directing the operation and maintenance of water supply wells and reservoirs, laboratory, treatment plants, sanitary sewers and a system of distribution mains and pump stations.

Supervises the monthly customer billing for water and sewer services. Confers with customers on and resolves questions and complaints regarding these services. Prepares legal notices for rate schedules, changes or assessments. Operates and maintains computer software for utility billing and other office functions.

Maintains records of receipts and billings, makes recommendations for revised organizational and operational procedures to improve fiscal management of the Water and Sewer Fund.

Maintains records of meter installations, repairs, etc., account adjustments, hand billings, delinquent accounts and assessments. May use proprietary software.

Supervises water meter reading, testing and replacement programs. Supervises water conservation program and cross connection program.

**OTHER JOB FUNCTIONS**

Assists in the evaluation of established programs and proposes revisions to improve level of service.

Performs other duties as assigned by Water and Sewer Administrator.

Provides assistance, as required, in negotiating collective bargaining agreements.

Directs the maintenance of maps and records.

**DESIRABLE KNOWLEDGE, SKILLS AND ABILITIES**

Demonstrated leadership ability. Proven track record of effective staff management.

Knowledge of office management and accounting principles and of the application of computer technology to water and sewer operations.

Ability to leverage technology to improve efficiency and effectiveness of business operations.

Knowledge of laws and regulations pertaining to the operation of a water and sewer utility.

Knowledge of utility billing computer software, customer metering and billing procedures.

Excellent interpersonal skills and proven ability to communicate effectively with employees and the public.

Expertise in business enterprise software and financial database systems. Experience using MS Word, Excel, and database software.

Ability to establish and maintain effective working relations with employees, other officials and the public.

**PHYSICAL AND MENTAL EFFORT/ENVIRONMENT AND WORKING CONDITIONS**

Must be mobile, able to push/pull/lift objects of less than 20 pounds, and able to perform moderately difficult manipulative skills such as filing, using a calculator and typing. Able to perform tasks which require hand-eye coordination such as keyboard skills.

Able to sit for prolonged periods and to see objects closely as in typing a document or reading a report. Able to distinguish noise such as voice patterns and communicate through human speech.

Able to concentrate on moderate detail with constant interruption and on fine detail with some interruption. Needs to attend to task/function for more than 60 minutes at a time. Able to understand and relate to specific ideas, generally several at a time, and to understand and relate to the concepts behind specific ideas as well as to the theories behind several related concepts. Able to remember multiple tasks/assignments given over long periods of time.

Ability to work professionally with co-workers, supervisors, customers and the public at large.

May be exposed to dust, fluctuation in inside temperatures, and electro-magnetic radiation as in computer screens.

**MINIMUM TRAINING AND EXPERIENCE**

At least five (5) years of full-time or equivalent part-time, progressively responsible related public finance and/or business administration experience of which two (2) must have been in a supervisory capacity.

A bachelor's degree in public finance, public administration, business administration or closely related field strongly preferred and may be substituted for two (2) years of the required experience.

A master's degree in the above listed fields highly preferred and may be substituted for three (3) years of the required experience. There is no substitution for supervisory experience.

Suitable experience may be substituted for educational attainment if deemed appropriate by the General Manager or his designee.

*(THE ABOVE DESCRIPTION IS ILLUSTRATIVE. IT IS INTENDED AS A GUIDE FOR PERSONNEL ACTIONS AND MUST NOT BE TAKEN AS A COMPLETE ITEMIZING OF ALL FACETS OF ANY JOB)*

Approved, Board of Directors: May 13, 2021, Action # 175-21

Unit: Unaffiliated Grade: 925