



BOARD OF PUBLIC WORKS
JOB ANALYSIS SCHEDULE
GENERAL MANAGER - ADMINISTRATION – UTILITY SYSTEM
Exempt - Safety Sensitive

WORK PERFORMED:

The General Manager is responsible for the overall mission, management, and administration of the Hannibal Municipal Utility System in accordance with the City of Hannibal's policies, ordinances, rules, regulations, and in compliance with applicable federal, state, and local laws/regulations. The position reports to a four-member board. As a member of the City of Hannibal's administration, the General Manager is responsible to participate in, coordinate with, and contribute to the overall efficiency and effectiveness of the City's organization.

Current responsibilities include: Electric Distribution, Water Treatment, Water Distribution, Wastewater Treatment, Wastewater Collection, Underground Storm Sewer System, and associated customer support and administrative functions of the Utility's Business Office.

The General Manager should be knowledgeable of Public Works Management. A Bachelor's degree in Engineering or related field is required. Professional registration is preferred. A minimum of ten (10) years' experience, in a similar or related management position is required.

EXAMPLES OF ESSENTIAL JOB FUNCTIONS

The following listing of job functions is not intended to be all-inclusive, but is to provide insight into required capabilities of the General Manager:

- Direct the development of the annual budget for the Utility System.
- Provide recommendations for the annual update of 5-year Capital Improvements Plan.
- Evaluate the Utility's financial position based on review of monthly reports and annual audit, from the Finance Director.
- Control/approve Utility expenditures under purchase orders/contracts.
- Oversee and monitor performance of private contractors/consultants retained by the Utility.
- Maintain Utility's compliance with local, state, and federal rules, regulations, ordinances, and laws.
- Maintain positive relationships and open communications with the general public, media, customers, employees, and other City Departments.
- Continually assess Utility's performance, implementing changes to enhance cost effectiveness and efficiency.
- Maintain conformance with terms/conditions of the Memorandum of Understanding with I.B.E.W. and prepare for negotiation of labor contracts.
- Voting Member of the Employee Benefit Trust Board, with required meeting attendance.
- Voting Member of the Hannibal Regional Economic Development Council.
- Attend utility conferences and participate in related organizations.

REQUIREMENTS OF WORK

The following factors of knowledge, experience, management capabilities, and personal characteristics have been targeted as ideal attributes for the General Manager to possess in order to optimize his/her performance in this position.

The qualification criteria for General Manager includes:

- Knowledge of public works facilities, including electric distribution facilities, electric substations, surface water treatment plants, water distribution networks, activated sludge/ secondary wastewater treatment plants, wastewater collection systems, pumping stations, GIS Mapping, SCADA Systems, and underground storm sewer systems.
- Ability to understand electric/civil/mechanical engineering concepts, including environmental. Knowledge of public health issues.
- Experience in preparation and administration of capital improvement and operating budgets.
- Coordination of utility service operations with other City, State, and Local Departments, including other utilities.
- Maintain suitable interface with Local, State and Federal entities.
- Knowledge of modern computer technology and its applications in a utility setting.

- Experience in managing union/non-union workforces in a diverse utility setting, with multiple departments and differing employee skills.
- Development of strategic planning goals and practices, which anticipate future utility opportunities, issues, and concerns, assisting in the creation of annual and long-range plans for direction of the municipal utilities.
- Experience with and ability to understand equitable utility rate structures and to monitor complex issues of electric industry restructuring.
- Ability to research, analyze, and make recommendations for cost-effective improvements in the budget for utility system operations.
- Establishment of strong customer service and public involvement orientations within the organization, including experience with such issues.
- Ability to plan, develop financing for, and implement infrastructure needs, including development of priorities.
- Possess honesty, integrity, and a high level of professional ethics.
- Ability to respond to employee and citizen inquiries, questions, and concerns, in a timely fashion.
- Possess excellent oral and written communication skills, with the willingness and ability to communicate in an open, straightforward, and positive manner with elected officials, staff, employees, media, and the community.
- Commitment to maintain regular training and development of supervisors and employees.
- Practice team management activity, encouraging staff to participate in the identification and resolution of organizational/operational concerns.
- Establish, by personal example, a high standard for job performance, work productivity, and time accountability.
- Practice prompt, thorough, and fully responsive implementation and follow-through on policy decisions, action, and direction, providing timely and detailed feedback to the Board of Public Works on the status of such actions.
- Be creative and open to new ideas and ways to accomplish projects or objectives.
- Be comfortable in public presentations with the ability to express thoughts in a clear and concise manner, answering questions completely.
- Have strong background in customer service and continuous quality improvement.
- Be capable of attracting, developing, motivating, and retaining highly qualified employees, both management and workforce levels.
- Have the ability to closely monitor the operations of the utility department, overseeing multiple, simultaneous activities, and be able to follow-up on projects and assignments to ensure timely/effective completions.
- Be free of any bias in any action involving race, gender, ethnic, disability, or socio-economic background, being committed to equal opportunity recruitment and employment.

PERFORMANCE REQUIREMENTS

- 1) **Conduct:** Conduct shall comply with safety rules, standard operating procedures, verbal instructions, working rules, personnel policies, Memorandum of Understanding, and other applicable standards. While on duty, the interaction with the general public and other workers shall be courteous, and a positive attitude shall be displayed.
- 2) **Physical Demands:** The physical capabilities of the General Manager are described in relation to those needed to successfully perform the essential job functions, however, reasonable accommodations shall be made to enable persons with disabilities to perform said functions.
The performance of the job requires the General Manager to walk, sit, talk, hear, use hands and fingers for job functions, ability to reach with hands and arms, and the ability to voice communicate. General Manager must have hand-eye coordination necessary to operate various tools and equipment of the trade. The General Manager shall have close vision and the ability to focus and shall be able to lift at least 25 pounds.

SAFETY RESPONSIBILITIES

The General Manager is required to comply with all safety regulations of the HBPW. The General Manager is a Safety Sensitive position, directly affecting the safety and wellbeing of field workers and the public. All positions must comply with the HBPW Drug Free Work Place policy.

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements or duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.

This job description does not constitute an employment agreement between the employer and employee, and is subject to change by the employer as the needs of the employer and requirements of the job change.