



**City of Phoenix
WATER SERVICES DIRECTOR
(Non-classified)**

JOB CODE 51390

Effective Date: Rev. 07/07

DISTINGUISHING FEATURES OF THE CLASS:

The fundamental reason this classification exists is to lead and manage the Water Services Department. This includes organizing, planning, directing, and managing the activities of various divisions of the Water Services Department to provide an adequate, safe, and efficient water supply and wastewater service in the most effective and efficient manner possible. Assignments are received in general from a Deputy City Manager, but the Director exercises considerable independent judgment and is responsible for achieving the objectives of the Water Services Department. The Director formulates departmental policies and, through assistant directors and division administrators, provides direction to a large staff of technical, professional, mechanical, clerical and skilled and semi-skilled employees. The work involves responsibility for making decisions on engineering projects and managerial problems, and for the formulation of long range plans and programs and capital improvement budgets. Work is evaluated on the basis of results obtained on an established performance achievement plan.

ESSENTIAL FUNCTIONS:

- Provides executive management for a large, complex department;
- Manages staff in the preparation of a tentative budget for the department and administers the expenditure of allotted funds to achieve the greatest economy and efficiency;
- Prepares reports for the Deputy City Manager on systems operations and improvements;
- Leads staff in formulating long range plans and cost estimates of future expansion and presents findings to the Deputy City Manager;
- Establishes policies, procedures, and methods for the operation and maintenance of the systems, and directs and manages the work of the department's employees;
- Coordinates with the City Engineer in supervising the design and construction of all phases of water and wastewater utility projects, whether performed by department engineering personnel or the City Engineer's personnel;
- Represents the City on various regional, state and national agencies, task forces and committees;



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- Manages the Multi-city Wastewater Treatment Plant at 91st Avenue;
- Maintains regular and reliable attendance;
- Demonstrates superior seamless customer service, integrity, and commitment to innovation, efficiency, and fiscally responsible activity;
- Works more than forty hours in a workweek without additional compensation to perform assigned job duties, including weekends, evenings, early morning hours, and holidays as required.

Required Knowledge, Skills and Abilities:

Knowledge of:

- Modern management practices.
- A general understanding of the workings of a modern water and sewer operation.
- Business administration.
- Billing and collecting for utility services.
- Labor relations and employee relations practices.
- Project management.

Ability to:

- Lead development of strategies and tactical plans for growth and maintenance of system in rapidly growing areas.
- Organize, direct, and coordinate the activities of a complex operation.
- Commit to full compliance with all environmental regulations.
- Perform a broad range of supervisory responsibilities over others.
- Communicate orally in the English language with customers, clients, and the public in face-to-face, one-on-one settings, in group settings, and using a telephone.
- Comprehend and make inferences from material written in the English language.
- Produce written documents in the English language with clearly organized thoughts using proper sentence construction, punctuation, and grammar.
- Work cooperatively with others.
- Keep costs under control and maintain self-supporting utility operations.
- Work safely without presenting a direct threat to self or others.
- Comprehend and make inferences from written material in the English language.

Additional Requirements:

- Some positions require the use of personal or City vehicles on City business. Individuals must be physically capable of operating the vehicles safely, possess a valid driver's license and have an acceptable driving record. Use of a personal vehicle for City business will be prohibited if the employee is not authorized to



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drive a City vehicle or if the employee does not have personal insurance coverage.

- Performs other essential or marginal functions as assigned.

ACCEPTABLE EXPERIENCE AND TRAINING:

Five years of progressively responsible senior level management experience in medium to large public service organization and/or utility system, and a bachelor's degree in public or business administration, civil or sanitary engineering, or a related field. Other combinations of experience and education which meet the minimum requirements may be substituted.