EASTSOUND WATER USERS ASSOCIATION

Job Description: General Manager
1/27/2020 PKAMIN

Mission Statement
Eastsound Water Users Association is a service oriented association whose goal is to utilize all available resources to insure that an adequate and consistent supply of safe, reliable, and palatable water is provided to its members.

General Summary
The Eastsound Water General Manager has overall responsibility for managing to operation of the Water System to achieve the Association’s Mission. Under direction of the Board of Directors, the General Manager is responsible for staffing, community relations, compliance monitoring, budget development and management, and administration of business affairs.

Reporting Relationships
The General Manager reports to the Board of Directors. The General Manager has direct supervisory responsibility for all other staff and contractors of the Association.

Essential Duties and Responsibilities
1. Develops and Maintains strong cooperative relationships with regulatory agencies, professional organizations, and area water systems. Supports staff to ensure continuous compliance with all county, state and federal regulations.
2. Develops annual operating budget, maintains income and expenses in accordance with the budget, provides regular financial reporting to the Board, oversees financial controls, and manages capital reserves.
3. Supports development and implementation of annual and long term plans for operations, maintenance and expansion of the Water System.
5. Serves as the principal spokesperson for the Association. Represents the Association at public functions, oversees public information, outreach, and education. Coordinates media relations.
6. Supports the Board of Director through participation in monthly Board meetings. Develops Board Packets and Agendas, makes recommendations, and produces Board Minutes. Directs maintenance of all Board records.
7. Oversees agreements with consultants, contractors, engineers, lawyers and financial advisors.
8. Insures Association operations are in keeping with Board-approved, Bylaws, Operating Rules, Construction Standards and Membership Agreements. Direct any members’ requests for policy exceptions to the Board.
9. Supports staff certification compliance and professional development.
10. Maintains active membership communication through public meetings, face to face contact, website, emails, local media, and social media.
11. Contracts for planning, design, bidding, contracting, and construction of all water system repair, replacement and expansion projects.
12. Promotes staff safety.

Qualifications

Demonstrates Knowledge and Performance in
- Organizations Management Practices including finance, human resources.
- Interpersonal skills to support high quality customer service, and community relations.
- Team leadership skills
- Technical proficiency with Word, Excel, PowerPoint, Quickbooks.

Demonstrate Ability to
- Communicate effectively both in writing and verbally.
- Provide exceptional customer service.
- Establish and meet Deadlines

Experience and Training

Required
- 5 years of Management Experience
- Valid Driver’s License
- Driving history of at least 3 years free of multiple or serious traffic infractions.

Beneficial
- Bachelor’s Degree
- Local Leadership Experience
- AutoCad skills
- WordPress Website Experience
- College Degree
- Experience in Non Profit management
- Community Volunteer Experiences
- Equipment Operator Experience
Additional Details

- This is an “at will” position without contract.
- This job requires residence on Orcas Island Washington.
- Compensation commensurate with experience.
- Final job description will be customized for successful applicant.
- Applications being taken through March 17, 2020.
- Overlapping transition with current GM available through end of 2020.
- Resume and Reference Contacts Information should be emailed to
Eastsound Water was incorporated in 1955 as a private, member-owned, Association. Eastsound is located on Orcas Island, in San Juan County Washington. Orcas Island has year round population of 5000 people. Primary access to the island is via Washington State Ferry.

There are currently roughly Eastsound Water 1100 service meters that are supported with an annual budget of just over $1 million. The water system has no debt and +$1M in capital reserves. Annual production includes roughly 29 million gallons multi-media surface treatment plant and 30 million gallons from 7 groundwater wells. The system has deployed cell-based smart meters and SCADA technology throughout the system. Annual unaccounted-for-water is between 2% and 4% over past 5 years.

The General Managers supports a staff team that includes two office staff to support billing and membership processes, 5 field staff and a part-time bookkeeper.

Eastsound Water Website - [https://eastsoundwater.org/](https://eastsoundwater.org/)