

EXECUTIVE DIRECTOR - NIAGARA FALLS WATER BOARD

DISTINGUISHING FEATURES OF THE CLASS: This position is responsible for the overall operations of the Niagara Falls Water Board's water and wastewater (sanitary and storm sewer systems) facilities. The incumbent is required to manage a professional staff complemented with a technical, skilled and semi-skilled staff engaged in the day-to-day operation, maintenance and repair of the Water Board's water and wastewater plants, collection and distribution system. The Executive Director, through the work of his/her staff, consultants, technical and engineering personnel, assumes responsibility and personal control of engineering, systems and projects with the objective of long-term planning and program development.

Responsibilities include ensuring an adequate supply of potable water to the service area's customers and that wastewater treatment operations meet or exceed applicable clean water regulations. The incumbent provides a general direction in the negotiation/strategic planning, grievance arbitration, labor relations, and is responsible along with his/her staff for hiring, firing, and disciplining subordinates. General direction is received from the Water Board, with considerable latitude given for exercising independent judgment in carrying out assignments and dealing with emergency situations. Performance is reviewed by appointed Commissioners of the Governing bodies of the Water Board. The Executive Director performs related work as required.

TYPICAL WORK ACTIVITIES:

- Establishes a cohesive staff that maintains a strategic and tactical focus on all planning, operational, and program development.
- Works with staff to establish annual budgets and maintains operations to stay within those guidelines during the established fiscal periods.
- Works with county, state, federal, and other agencies as needed to assure regulatory compliance and overall effective operations.
- Responsible for overall management of the operations and maintenance of the water and wastewater facilities;
- Works with staff to establish and enforces policies and procedures for operations of Water Board facilities and plants;
- Attends meetings and conferences to facilitate the smooth operation of both facilities; monitors and approves facility budgets, budget requests and expenditures, and monitors expenditures accordingly;
- Conducts regular meetings with staff to coordinate operations and assure the organization functions properly,
- Provides reports for the Water Board and Authority;
- Conducts press conferences as needed and/or establish a liaison with the media to communicate to the publics when appropriate;
- Overall responsible for safety of the employees and the environmental footprint

TYPICAL WORK ACTIVITIES (continued)

Oversees organizational safety and personnel training programs for new and existing employees;

Oversees contractual agreements with customers for supply of water;

Provides for the proper handling of customer and public complaints and suggestions concerning water and wastewater;

Confers and coordinates, using staff as needed, with City of Niagara Falls departments providing support services to the Board;

Develops and executes on behalf of the Board and with the assistance of the consulting engineer and rate consultant a Capital Improvement Program which addresses infrastructure deficiencies;

Receives, investigates and disposes of major customer complaints and concerns;
Represents the Board as necessary at public functions and forums.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS

This position requires a forward-thinking executive that can meet the physical and mental demands of a position that requires that person to be prepared to provide leadership skills at a moment's notice seven days a week. The incumbent must also have a thorough knowledge of administrative management principles; demonstrate a good knowledge of the regulatory, financial and the rate-making aspects of water utility operations; provide familiarity with the process of water and wastewater treatment, water chemistry, laboratory testing, utility operations and plant maintenance practices, as well as water distribution and metering principles. Display good oral and written communication and interpersonal skills; ability to plan, organize and direct a large staff of professional and sub-professional employees in the operation and maintenance of water and wastewater facilities and distribution system; and lead the organization toward its goals and mission; with the ability to establish and maintain good working relationships with appointed and elected officials and the general public. The incumbent's physical and mental condition must commensurate with the position.

Acceptable Education, Experience and Training

Graduation from a regionally accredited or New York State registered college or university with a Bachelor's degree and a minimum of 5 years progressive management and experience in a medium sized water/wastewater system. The candidate must possess a New York State 1A water treatment plant operator or Grade 4 wastewater treatment plant operator's license at time of appointment.

Notes: Additional education beyond a Bachelor's degree may not be substituted for the experience requirements. Experience beyond 5 years cannot be substituted for the Bachelor's Degree. Up to three years of progressive management experience in other occupations than water and wastewater may be applied toward the 5 years of progressive management subject to evaluation. Although not required, an engineering degree is a plus.