



Position Title: General Manager  
Department: Administration  
Reports To: Utility Board of Trustees

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### **Position Summary**

The General Manager's responsibilities include oversight in developing and implementing organizational and technological strategies to address and ensure service as well as supply and demand management. Program deployment to address infrastructure generation, expansion, and capacity issues. Be responsible for the creation and coordination of policy and to address service issues with regulatory agencies, including TCEQ. Maintain professional relationships with external organizations and represent Harlingen Water Works System to professional and governmental bodies, community organizations, and the City of Harlingen and the Harlingen Water Works System Utility Board of Trustees. The General Manager is supported by the Director of Wastewater, Director of Water, Director of Finance, Director of Information and Technology, HR Manager and Engineering Coordinator.

### **Duties/Tasks:**

- Oversee short and long-term planning, monitors status of projects and performance of employees and departmental activities as a whole
- Supervises budget preparation and monitors expenditures
- Resolves customer issues
- Establishes, updates and reviews procedures and standards on a regular basis
- Acts as a liaison between the Harlingen Water Works System and City, County, State and Federal agencies
- Communicates regularly with the Utility Board of Trustees who in turn evaluates the overall effectiveness and efficiency of the operations directed by the General Manager.
- Keeps the Utility Board of Trustees informed on the conditions and operations of the Harlingen Water Works System and how they relate to other City of Harlingen departments and functions.
- Provides supervision and leadership for the Harlingen Water Works System by establishing a sound organizational structure to ensure compliance with all governmental agencies.
- Coordinates the development of short-term and long-term goals and prioritizes capital improvements.
- With Utility Board of Trustees approval, the manager plans, formulates, and recommends policies and programs that will enhance the objectives of the Harlingen Water Works System.
- Executes such contracts, grants, and commitments as may be authorized by the Utility Board of Trustees, or by established policies.

- Plans, organizes, and directs programs and services; evaluates results and recommends policies, procedures, and action to achieve Harlingen Water Works System goals.
- Develops, recommends, and upon approval by the Utility Board of Trustees and the City of Commissioners, operates within an annual budget. Recommendations include the rate structure and fees for water and wastewater usage.
- Represents the Harlingen Water Works System at the Federal, State, and Local Governmental Agencies, and private corporations. Serves as the spokesperson for the System.
- Prepares the agenda for monthly meetings and presents information timely to the Board to ensure informed decisions.
- Performs other general responsibilities delegated by the Utility Board of Trustees.

### **EDUCATION and EXPERIENCE**

Bachelor's degree from an accredited university required, in Engineering, Business Administration, Accounting/Finance, or Public Administration, or related field. Bachelor of Science in Civil Engineering, Environmental Engineering, preferred. Licensed Professional Engineer (PE) preferred. Master of Business Administration, Accounting/Finance, or Public Administration, or relevant field degree preferred.

### **EXPERIENCE:**

Must have at least 8-10 years of substantiated supervisory and/or management experience:

1. In engineering and management experience, in private or municipal environments
2. In utilities administration and direct customer relations
3. In both water and wastewater plant design and operations
4. In water distribution system design and operations
5. In wastewater collection systems design and operations
6. In construction operations
7. With City, State and Federal regulatory and permitting agencies (Texas Commission on Environmental Quality [TCEQ], Environmental Protection Agency [EPA], and others.)

### **ESSENTIAL JOB REQUIREMENTS**

- Must have knowledge of water, wastewater treatment plant operations.
- Must have ability to establish work procedures and performance standards in conformance with administrative policies.
- Must have ability to complete assigned duties with virtually no reference of detail to higher supervision.
- Must be able to exercise sound judgment to maintain high factual accuracy.
- Must be able to maintain a prominent level of communication with City staff.

- Must be able to maintain interaction with internal departments, outside agencies, or companies.
- Must be able to maintain a prominent level of confidence with the public.
- Ability to organize, prioritize, and meet deadlines.
- Ability to effectively select, train, monitor, counsel and evaluate subordinates.
- Be proficient in the use of Microsoft Word, Excel, PowerPoint, Outlook, and the Internet.
- Must have a valid Texas Driver License
- Bilingual Preferred

### **PHYSICAL DEMANDS**

Must be able to:

Stand	Up to 1/3 of workday
Walk	Up to 1/3 of workday
Sit	Up to 2/3 of workday
Stoop, kneel, crouch, or crawl	Occasionally

Exert or Lift: 10 - 40 lbs.

Must have natural or corrected vision to be able to see clearly at 20 inches or less; 20 feet or more; color vision; peripheral vision; depth perception; and ability to adjust focus.

Environmental conditions include	Air-conditioned office
Typical noise level	Quiet (Business office)

#### **LIMITATIONS AND DISCLAIMER**

The above job description is meant to describe the general nature and level of work being performed; it is not intended to be construed as an exhaustive list of all responsibilities, duties and skills required for the position.

All job requirements, responsibilities and/or expectations may be added, deleted, and/or changed at any time at the discretion of management formally or informally verbally and/or in writing.

This job description in no way states or implies that these are the only duties to be performed by the employee occupying this position. Employees will be required to follow any other job-related instructions and to perform other job-related duties requested by their supervisor in compliance with Federal and State Laws or as needed by the HWWWS.

Requirements are representative of minimum levels of knowledge, skills, and/or abilities. To perform this job successfully, the employee must possess the abilities or aptitudes to perform each duty proficiently. Continued employment remains on an "at-will" basis. Requirements may be modified for ADA purposes.