



Position Class/Title:	General Manager/CEO	Grade:	E.AO
Team:	General Manager's Office	FLSA Status:	Exempt
Group:		Position Level:	Executive
Unit:		Position Code:	
Reports To:	Commissioners	Direct Reports:	Team Chiefs, Directors, Executive Administrative Assistant

Organization:

Established in 1918, the Washington Suburban Sanitary Commission (WSSC) is currently among the largest water and wastewater utilities in the nation, with a network of nearly 5,600 miles of fresh water pipeline and over 5,400 miles of sewer pipeline. WSSC's service area spans nearly 1,000 square miles in Prince George's and Montgomery Counties, and serves 1.8 million residents through approximately 460,000 customer accounts.

WSSC is extremely proud that it has maintained a AAA bond rating and that its drinking water has always met or exceeded federal standards.

As a bi-county agency, WSSC has extensive regulatory functions. It operates 3 reservoirs (plus shared access to a fourth reservoir), 2 drinking water filtration plants, and 6 wastewater treatment plants. It also collects wastewater which is treated at the Blue Plains Advanced Wastewater Treatment Plant (operated by DC Water) in Washington, D.C. It promulgates and enforces the plumbing code for its jurisdiction as well as reviews and approves contract plans for extensions of water and sewer mains.

Headquartered in Laurel, Maryland, WSSC is overseen by six commissioners, three from Montgomery County and three from Prince George's County. These commissioners are appointed by their respective county executives with the approval of the county councils. The day-to-day operations are the responsibility of a general manager/chief executive officer, who supervises a staff of over 1,500. WSSC's combined operating and capital budget for Fiscal Year 2015 (which ends June 30, 2015) is approximately \$1.333 billion and its 6-year proposed capital improvements program (CIP) for Fiscal Years 2016 through 2021 is \$4.2 billion.

Mission:

To provide safe and reliable water, life's most precious resource, and return clean water to our environment, all in an ethical, sustainable, and financially responsible manner.

Vision:

We will become the world-class provider of safe, reliable water and wastewater services that protect quality of life for our community. We strive for the following:

- Customers who are delighted with our excellent products and innovative services.
- Relationships with our customers, employees and business partners that surpass expectations.
- Environmental improvement as a result of our commitment to sustainability and excellence.
- To operate a quality organization with employees who embrace the mission of WSSC and are given opportunities to grow both personally and professionally.

POSITION SUMMARY:

The General Manager/CEO reports to the WSSC Commissioners and is responsible for the implementation of WSSC's vision and strategic business plans. The GM/CEO is responsible for directing and supervising strategic, operational and maintenance activities and ensuring compliance with all regulatory, environmental and safety requirements.

This position will be responsible for the Bi-County-wide operational management activities, including developing and promoting a long-term regional vision of water and sewer services; managing existing services; designing, constructing, maintaining and managing future services.

The GM/CEO will be responsible for building partnerships and strong working relationships with Montgomery County and Prince George's County elected officials as well as other local, regional, state and federal stakeholders and customers. Additionally, the GM/CEO will be responsible for collaborating with and developing his/her executive leadership team and all employees to lead WSSC in such a way that advocates and supports the Commission's vision of being a world-class provider of safe, reliable and affordable water and wastewater services. This position will also be responsible for managing approved operating and capital programs and for developing and submitting to the Commission proposed long-range capital plans. The GM/CEO will also be responsible for ensuring that WSSC is leading the industry in technological advances including automated meter systems, customer service applications, asset management programs and clean water technologies.

ESSENTIAL FUNCTIONS:

- Provide strategy and policy recommendations to the Board of Commissioners;
- Keep the Board of Commissioners informed about ongoing strategic and operational activities in a timely and accurate manner;
- Implement WSSC's strategic mission and vision and provide seasoned leadership and management to the organization;
- Build relationships and trust with the community and stakeholders through frequent outreach;
- Represent the Commission at appropriate county and state government forums, and other Commission activities;
- Build partnerships and strong working relationships with elected, appointed and career executives in Montgomery County and Prince George's County and the business community to ensure better water and sewer services for all customers;
- Work closely and collaboratively with all stakeholders of the Commission;
- Listen to, engage, develop, mentor, encourage, motivate and work collaboratively with members of the executive leadership team;
- Establish and maintain an effective system of communication throughout the organization with all employees;

- Lead by example – ensuring that all employees are recognized, respected, appreciated and valued equally in WSSC's effort to deliver the highest quality service possible to its customers;
- Serve as a strong advocate of the customer and lead the organization with a mission critical evaluation of all decisions and how they can be made to positively impact the customer;
- Review and provide timely response to citizen complaints following staff investigation;
- Direct and manage operations, maintenance, regulatory, environmental, safety, capital and administrative activities and ensure overall operational efficiency;
- Review and address a broad array of organizational and financial matters to ensure the fiscal health of WSSC and to deliver top quality services to the community;
- Provide for the financial management of all WSSC activities and make day-to-day decisions on budgetary matters not requiring approval from the Commissioners;
- Manage WSSC in a fiscally responsible manner by continually exploring opportunities for increased efficiencies;
- Oversee the development and approval of the annual budget;
- Act as the appointing authority for the recruitment and retention of employees to ensure that WSSC has the strongest leaders in the most appropriate positions;
- Collaborate with all WSSC departments including internal audit and corporate secretary offices to ensure the most efficient and effective alignment;
- Introduce and promote an organizational environment that embraces new technologies including smart meters and other emerging innovations that promote long term efficiency and cost effectiveness within fiscal constraints;
- Guide and support the enhancement of the WSSC call center to provide state of the art call center services to customers that include email, text, phone and fax technologies;
- Develop a long term sustainable pricing program that accounts for WSSC's operational and capital needs as well as the customer needs including devising programs that support economically disadvantaged customers;
- Ensure that WSSC meets local, state and federal regulatory requirements for safety, environmental and contractual compliance;
- Regulate the installation of all plumbing and gas fittings in the bi-county area;
- Develop a program to reduce the occurrence of insoluble solutions and materials entering the sewer system;
- Develop a program to address and reduce residential sewage backups;
- Analyze and evaluate operational, maintenance and support functions and initiate new or improved practices as necessary;
- Address the public on Commission activities;
- Develop a long range plan and vision to reduce water loss;
- Attend professional meetings and keep abreast of modern developments in utility management;
- Build alliances and coalitions with local and national colleges and universities to attract top talent to WSSC;
- Work closely with union leadership and develop policies and programs that support union employees;
- Ensure that WSSC's safety and security policies and practices are in compliance with local, state and federal laws and that WSSC continues to provide water service to its customers that is safe, clean and secure;
- Work closely with WSSC's Commissioners and the public relations department to communicate information of public interest to the media and others;
- Perform other related duties as required.

REQUIRED KNOWLEDGE, SKILLS, & ABILITIES:

- Comprehensive knowledge of the modern principles of public administration as they apply to utilities administration;
- Proven ability to plan and lead the operational functions and activities of a complex organization;

- Ability to lead, direct, mentor, organize and effectively communicate with individuals to accomplish goals consistent with the strategic business plans;
- Ability to lead and direct a large complex organization in which customer service is essential to the organization's success;
- Ability to develop and implement long-term plans and programs and to evaluate work accomplishments;
- Ability to build and sustain a collaborative, high performing team culture;
- Ability to thoroughly understand and respond to the results of all applicable financial reporting;
- Proven ability to establish and maintain effective working relationships with County and State officials, employees, and the general public;
- Ability to build partnerships with stakeholders internal and external to the organization and at the local, county, state and federal levels;
- Ability to analyze facts and exercise sound judgment in arriving at conclusions;
- Ability to present facts, recommendations, and directives effectively in oral and written form;
- Ability to provide leadership to others;
- Ability to recognize where the organization is and where the organization needs to go to ensure future success;
- Ability to listen, communicate effectively and speak persuasively with individuals, groups and stakeholders;
- Ability to make decisions that are fair and impartial;
- Ability to be proactive and communicate WSSC's story to its stakeholders to obtain stakeholder buy-in;
- Commitment to integrate into the community and be a part of the region's future success;
- Sound professional judgment, tact, courtesy, and unquestioned integrity;
- Willingness to accept and implement ideas and recommendations of others as opposed to only those of his/her own.

Personal Characteristics

- Excellent communication and strong interpersonal skills;
- Relationship builder;
- Strong results-oriented leader capable of listening carefully and responding appropriately and with sound judgment;
- A leader and executive who is engaged with staff and makes an effort to meet with staff at all levels on a regular basis to listen to their input and provide mentoring opportunities for employee development;
- Executive presence that displays unwavering personal integrity and ethical conduct;
- Ability to attract key support from staff and be respected by all constituents;
- Proven leadership skills which include being a unifier and team builder, a problem solver, visionary, mentor and motivator to staff and others;
- Dynamic personality with great presence;
- Strong core value system;
- Patient manager – yet strong implementer;
- Mission/action-oriented; ability to collaborate with customers, community, legislatures, staff and Commissioners;
- Proactive commitment to outreach by engaging external stakeholders;
- Good listening and facilitation skills – ability to build relationships and consensus;
- Innovative executive that is creative and flexible;
- Strategic thinker/planner;
- Leader capable of delegating responsibility;
- Politically savvy;
- Fiscally responsible and resourceful manager;

- Positive track record in staff development and developing a diverse and inclusive organization reflective of the community.

MINIMUM EDUCATION & EXPERIENCE REQUIREMENTS:

Bachelor's degree in Public Administration, Civil Engineering, Business/Fiscal Management, or related field. A minimum of 5 years of responsible experience at the executive level of a water utility or similar organization that is large and complex.

ADDITIONAL REQUIREMENTS:

Completion of the Washington Suburban Sanitary Commission Financial Disclosure statement within 30 days of employment and annually thereafter. Successful completion of background investigation and mandatory drug screening.

TO APPLY:

All applications should be directed to Krauthamer & Associates, Inc. Interested candidates should contact Gregg Moser at gmoser@krauthamerinc.com.