

**DIRECTOR OF PUBLIC UTILITIES****SUMMARY:**

Under general direction, plans, manages, and directs the operations and services of the Public Utilities Department; and performs related duties as assigned.

**ESSENTIAL FUNCTIONS:** *(Essential functions, as defined under the Americans with Disabilities Act, may include the following tasks, knowledge, skills and other characteristics). This list is ILLUSTRATIVE ONLY and is not a comprehensive listing of all functions and tasks performed by incumbents of this class.)*

**DUTIES AND RESPONSIBILITIES:** *(which are not in any hierarchical order)*

1. Stays current on issues relative to water resources, water rights, wastewater treatment, water treatment, and other issues relative to the department's service delivery responsibilities.
2. Responsible for compliance with the regulatory requirements for water and wastewater permits including the water use permit for the health and safety of the customers.
3. Responds to and resolves sensitive and complex community and organization inquiries and complaints; responds to emergencies and natural disasters.
4. Manages and coordinates development of the department budget. Monitors and approves expenditures. Advises staff on budget matters and adjusts budget as necessary.
5. Oversees CIP planning and implementation.
6. Oversees operation of the department to assure all work flows in the department and is prioritized appropriately; integrates and evaluates the work of the department's divisions.
7. Schedules employees, assigns work and monitors its progress. Guides and develops employees in the accomplishment of their duties; identifies and resolves staff differences, conflicts and deficiencies.
8. Represents the department and/or city on boards, committees, at commission meetings, with regulatory agencies and/ within the community.
9. Ensures appropriate distribution and accountability for decision-making and the capacity to act.
10. Supervises the activities of assigned staff. Writes and conducts evaluations.
11. Monitors management staff and coaches as needed in the development, implementation and monitoring of long term departmental plans, goals, and objectives focused on achieving the City mission and the City Commission's priorities.
12. Develops and shapes an appropriate organization structure to support current and future department objectives.
13. Reviews and evaluates service delivery methods and systems including administrative and support systems and internal relationships.
14. Identifies opportunities for improvement of services and implements changes to standard operating procedures to enhance services.
15. Oversees the selection, training and evaluation programs for Utility personnel.

**KNOWLEDGE, SKILLS AND ABILITIES:**

- Knowledge of modern principles and practices of water resources management programs, wastewater treatment and collection, water treatment and distribution, alternative water supply planning and implementation, and customer service.
- Knowledge of civil engineering theory, techniques, principles and practices applicable to the planning, design and construction of utilities projects.
- Knowledge of applicable Federal, state, and city laws, codes, regulations and ordinances governing the administration of public utilities.
- Knowledge of general management principles and practices to include budgeting, policy and procedure development, and personnel management and supervision.
- Knowledge of principles, practices and methods of short and long range planning.
- Knowledge of the organization and functions of elected officials, appointed boards and commissions.
- Skill in planning, organizing, assigning and coordinating the activities of professional and technical staff.
- Skill in analyzing and evaluating information and in expressing ideas clearly when providing oral and written reports and recommendations on administrative, financial, and technical issues.

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- Skill in forming cooperative relationships with others whom do not have a direct reporting relationship.
- Skill in dealing constructively with conflict.
- Skill in researching, evaluating, and using new methods and techniques for operational improvements.
- Skill in responding with tact, composure and courtesy when dealing with individuals who may be experiencing significant stress.
- Ability to establish and maintain effective working relationships with those contacted in the course of work.
- Ability to analyze problems, identify alternative solutions, project consequences of proposed actions, and implement recommendations in support of goals.
- Ability to communicate effectively with elected and appointed officials, regulatory bodies and directly with customers and/or neighborhood organizations.

**PHYSICAL REQUIREMENTS AND WORK ENVIRONMENT:** Work involves sedentary to light work in an office setting. There is frequent need to sit, talk or hear, use hands to finger, handle or feel. There is occasional need to stand, walk, climb or balance, stoop, kneel, crouch or crawl, reach with hands and arms, taste or smell and lift light objects (up to 10 pounds) and perform other similar actions during the course of the workday. The City of West Palm Beach promotes a drug/alcohol-free work environment through the use of mandatory pre-employment drug testing.

**MINIMUM QUALIFICATIONS:** Bachelor's degree from an accredited college or university with a major in Business Administration, Public Administration, Civil Engineering, Environmental Engineering, or related field and seven (7) years experience as an engineer in a water, wastewater or public works setting, or any equivalent combination of training and experience. Five (5) years in a management capacity with responsibility for a large division within a public utility/public works department, required. Professional Engineer (PE) License by the State of Florida, highly desirable. A valid Florida driver's license is required.