



SECTION 1. POSITION TITLE

GENERAL MANAGER

SECTION 2. POSITION DESCRIPTION

The Eldorado Area Water and Sanitation District (EAWSD) is a ratepayer and District taxpayer owned water utility in Northern New Mexico, serving over 3,000 residential and commercial-public-authority customers, with a population of approximately 6,500. EAWSD is located in a semi-rural area of rolling hills, about 10 miles southeast of Santa Fe, New Mexico. EAWSD is a state-chartered entity, governed by a 5-member Board of Directors who are elected from the ratepayers and District Taxpayers. The General Manager reports to the Board and is responsible for all aspects of the utility operations and supervises all employees and the O&M Contractor.

This is a full-time, at-will, exempt salaried position.

Major Duties: To serve as General Manager (GM) of the EAWSD assuring that the mission and goals of the District are met and that the ratepayers of the District are assured clean, safe drinking water on a reliable and sustainable basis. This will be accomplished by supervising and managing both technical and administrative work of others and by implementing District policies, procedures, and providing guidance, evaluation, resource allocation, planning, programming, and budgeting leadership. The GM will manage the District contract for Operations and Maintenance (O&M) and Billing & Customer Service to the District (currently provided by a contract operator).

The GM will act as the public face of the District, and will be responsible for representing the needs and interests of the District to multiple constituents and interested parties, including the Office of State Engineer, New Mexico Environment Dept., Drinking Water Bureau and Construction Programs Bureau, the Board of County Commissioners, various County offices and agencies, other water districts and utilities, municipalities and regional organizations, as well as the community of Eldorado and surrounding areas and all the ratepayers of the utility District.

The GM will work closely with the Board of Directors, taking direction on priorities and providing input and support to both planning and implementation of capital projects. This will include:

- Conducting oversight of RFPs/RFB's and specifications issued for work to be done by contract, evaluating, and managing contracts for individuals, organizations, and entities with whom the District has contracts which currently include Operations and Maintenance (O&M), Billing and Customer Service, legal, IT, accounting, and engineering services.
- Reviewing work in progress by contractor and others and accepting, amending, or rejecting work as required.
- Establishing work priorities and deadlines, adjusting priorities as necessary. Assigns work based on priorities, selective consideration of the difficulty and requirements of assignments, personnel availability, and capability.

- Determining and allocating material, equipment, supplies, facilities, and other resources, including approved funds, needed to accomplish goals set by the EAWSD Board.
- Working with stakeholders and key leadership in various Federal agencies, State and local governments, community organizations, special interest groups, environmentalists, water resources, zoning and planning commissions and others to identify strategic objectives, goals, and long-range plans for EAWSD’s capital improvement projects and development.
- Preparing program status reports for review by the EAWSD Board.
- Analyzing system and process data and reporting results on a regular basis to the Board, to verify and select improvement approaches and methods.
- Working with Board members to fulfill EAWSD goals and mission.
- Supporting development of the annual budget by the Treasurer and financial staff or contractors.
- Managing the organization to operate within its fiscal limits and enacting strategies for resolving budgetary and operational issues.
- Providing oversight of office procedures and records management, accounting functions, and resolution of customer issues.
- Making any decision necessary during an emergency, taking into consideration the impact on both EAWSD’s customers and any regulatory obligations.
- Using experience to suggest more efficient and cost-effective ways to operate.
- Meeting or communicating with customers and the community, as needed, to resolve day-to-day issues and concerns.

Projected Time for Tasks: Based on past needs, it is projected that work effort and time will be allocated over the following tasks by percentage of time to be spent on the tasks:

1	Managing O&M Contractor	10 – 15%
2	Managing and working with the Administrative Project Manager and Administrative Assistant in performing their responsibilities	10 – 15%
3	Attending Board meetings, preparing and presenting reports to the Board and to District Committees	10 – 15%
4	Interacting with customers and resolving day-to-day issues	10%
5	Monitoring and managing technical projects, including reports on funding status	10 – 15%
6	Interacting with Federal, State & County agencies, staff, and decision makers	10 – 15%
7	Securing funding for capital projects through State and Federal programs including but not limited to the Drinking Water State Revolving Loan Fund (DWSRLF) program, State of New Mexico Annual Capital Outlay and the State of New Mexico Water Trust Board (WTB) grant/loan program	15 – 20%
8	Supporting and Preparing RFP’s, RFB’s, specs, and related materials for contracts	5 – 10%
9	Reviewing and Organizing workloads, tasks, priorities, and projecting future issues	5%
10	Review and monitoring of the utility plans, projects, CIP’s, funds, and water sales/use	5%

Qualifications: The GM must possess a combination of education, training, and experience in the water industry or environmental sciences, civil engineering, environmental engineering, or a closely related field. A bachelor's degree from an accredited college or university or equivalent is required, but an advanced degree is preferred. Previous work history should show evidence of increasingly complex managerial roles, preferably in water utility management, as evidenced by a minimum of 10 years' management experience, including experience supervising professional-level positions. The candidate should have excellent communication skills, both written and oral; and must demonstrate a high degree of diplomacy, tact, constructive problem solving and collaborative negotiation skills. Knowledge of water issues, water engineering, and water regulatory issues particularly in the State of New Mexico, are highly desired. Proficiency with MS Word and MS Excel is required.

Equal Opportunity Employer: EAWSD is an Equal Opportunity Employer. Selection of a candidate shall be based on merit, potential and job-related criteria and without discrimination because of race, color, religion, national origin, marital status, sex, age, non-disqualifying physical handicap, or any other non-merit factors.

SECTION 3. START DATE

Start date shall be determined by the Board of Directors.

SECTION 4. SUPERVISOR/MANAGER

The reporting supervisor/manager shall be the District President.

SECTION 5. COMPENSATION

Base salary shall be determined by the Board of Directors.

SECTION 6. BENEFITS AND POLICIES

Benefits and Policies for this position are as defined in the 1st Edition of the EAWSD PERSONNEL AND POLICIES MANUAL, updated in January 2023. This document summarizes certain pay, benefits, and employment policies in effect at the time of publication of this position description. The ELDORADO AREA WATER AND SANITATION DISTRICT ("EAWSD") may change, add, or remove policies or programs from time to time as needs change. Additionally, policies represent guidelines which may be changed by the District considering individual circumstances.