



**CITY OF SHREVEPORT  
CLASS SPECIFICATION**

**DIRECTOR OF WATER AND SEWERAGE  
APPOINTED**

**Class Status:** Unclassified

**Date Originated:** April 15, 2015

**Department:** Water and Sewerage

**Date Revision:**

**Job Code:** 000845

**FSLA:** Exempt

**POSITION SUMMARY:** The Director of Water and Sewerage reports to and serves at the pleasure of the Mayor. The Director of Water and Sewerage is responsible for all activities, functions, and policies related to the department, including the department's budget and staff. This position provides strategic direction for the department under the general guidance of the Administration and consistent with the City's overall mission, policies and personnel decisions such as selection, training and discipline. The Director of Water and Sewerage reports to and has work reviewed by the Chief Administrative Officer.

**ESSENTIAL FUNCTIONS:**

1. Supervises all staff of the department, either directly or indirectly through subordinate supervisors, including interviewing and selecting of job applicants, training, overseeing work, participating in disciplinary decisions and actions, and establishing and evaluating appropriate performance standards in accordance with City objectives, rules and regulations.
2. Directs, manages, administers, monitors, and oversees all operations and activities of the department in a manner that conforms to the mission, goals, and objectives of the department and the City. Participates in the work of subordinate employees as necessary. Ensures the smooth, harmonious, and successful operations of the department.
3. Serves as the primary technical advisor to the Administration and City Council regarding the department's function. Serves as the liaison between the department and other department, commissions, committees, local units, and the public. Provide leadership and vision to City leadership regarding the individual's specialized area of expertise
4. Develops strategic plans for the department, including evaluating operations and functions, developing business plans and strategic initiatives, generating ideas and plans for improvements, developing and implementing new procedures and policies, assessing staffing needs, analyzing financial and operations data, and related activities.
5. Prepares the annual budget for the department; reviews financial reports to ensure adherence to budget; prepares budget adjustments. Performs other financial functions and responsibilities specific to the department, which may include seeking additional funding methods, managing grants, etc.
6. Directs and manages community or public relations activities, representing the department to the public. Oversees the development of press releases, website content, newsletters, marketing plans, promotional materials, annual or periodic reports, etc. Participates in community events and partnerships; serves on community boards, committees, or groups; speaks at events and local meetings
7. Provides comprehensive customer service, including delivery of accurate, prompt, and courteous assistance on complex policies, guidelines, and standard practices to internal and external customers, both verbally and in writing. Investigates and resolves complaints and concerns from customers and constituents

8. Responds to requests for information and provides subject-matter-expert guidance to other departments, citizens, the general public, and/or outside agencies.
9. Collaborates with City leadership, other City departments, representatives of other jurisdictions/agencies in order to establish and maintain optimal department operations and appropriate services to constituents and customers.
10. Ensures compliance with statutory responsibilities, directives, federal, state and local legal requirements and regulations; evaluates and communicates the impact of potential legal or regulatory changes on the department and the City. Seeks to ensure that department activities, procedures, and outcomes are consistent with industry standards and best practices.
11. Conducts or oversees a variety of special projects, including research, data analysis, and reporting related to the department's function or mission.
12. Participates in/on a variety of meetings, committees, Boards, Councils, and/or other related groups. Leads departmental staff meetings.
13. Provides a positive working environment and fosters continuous development of management staff and employees.
14. Accomplishes results by communicating job expectations, planning, monitoring, and appraising job results; coaching, counseling, and disciplining employees developing, coordinating, and enforcing systems, policies, procedures, and productivity standards.

The director is required to make a number of decisions on a daily basis that must consider what needs to be done, how to get it accomplished, and roles and responsibilities of staff. These decisions should be based on basic principles and allow for strategic decision making. Decisions will be related to budget, staffing, customer service, operations, and strategic initiatives.

**MINIMUM QUALIFICATIONS:**

**EDUCATION:**

Requires Bachelor's degree from an accredited college or university in Civil Engineering or a related discipline or equivalent of related education and six years' experience in Water & Sewerage

**EXPERIENCE:**

Requires minimum of ten years of experience in Water & Sewerage in addition to the education/experience required above. Requires a minimum of five years of management experience.

Any work related experience resulting in acceptable proficiency levels in the above Minimum Qualifications is an acceptable substitute for the above specified education and experience requirements.

**CERTIFICATIONS:** Class 4 Certification in Water Production, Water Treatment, Water Distribution, Wastewater Collection and Wastewater Treatment preferred.

**KNOWLEDGE:** Extensive knowledge of federal, state and local legislation, regulations, and ordinances relevant to the department. Knowledge of the procedures, policies, practices, and fields of knowledge specific to the department. Knowledge of governmental accounting, budgeting, financial management, and procurement. Possess interpersonal skills necessary to develop and maintain effective and appropriate working relationships with customers, city employees, other departments and representatives of other agencies.

**SKILLS:** Ability to comprehend process and apply both verbal and written skills appropriate to the job. Ability to anticipate potential personnel issues and take appropriate action. Crisis management, including the management of critical incidents. Ability to make tough personnel decisions firmly, fairly, and respectfully. Capacity to lead with vision and demonstrate strong leadership qualities. Ability to take initiative and drive organizational excellence. Ability to develop and implement managerial policies and prioritize the needs of the department. Capacity to identify and resolve problems that may impact the

mission of the department and the City. Ability to appropriately and effectively represent the City at a variety of community events and activities in support of positive public relations initiatives, and develop liaison relationships between the community and the City. Ability to interpret and explain complex policies, processes, regulations, and applicable laws in layman's terms. Must consistently demonstrate sound ethics and judgment. Ability to think analytically and apply sound judgment, solve problems, make effective decisions, and act with integrity. Ability to facilitate meetings effectively and efficiently

***Must possess a valid driver's license upon appointment***

**WORK ENVIRONMENT:**

This job operates in a professional office environment. This role routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets and fax machines. Works under pressure due to multiple calls, inquiries, and conflict. Director is subject to many interruptions and unpredictable situations. May be subject to long irregular work hours.

**PHYSICAL DEMANDS:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. While performing the duties of this job, the employee is regularly required to talk, hear and sit for a prolonged periods of time. The employee is required to frequently talk; use hands to finger, handle or feel; and reach with hands and arms.

**TRAVEL:**

Travel is primarily local during the business day, although some out-of-the-area and overnight travel will be expected.

**OTHER DUTIES:**

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

**The City of Shreveport is an EEOC Employer**