

NEW Water
Job Description



Salary Wage Range: \$103,314 - \$145,870

Hiring Wage Range: \$103,314 - \$121,492

SECTION 1 DEMOGRAPHIC INFORMATION			
Job Title	Director of Business Services	Division	Business Services
Department	Accounting	Reports To (Job Title)	Executive Director
Full-Time / Part-Time	Full-time	Part-Time (Hrs per Wk)	N/A
Pay Grade	16	Exempt/Non-exempt	Exempt
Adoption Date (original job description date)	February 29, 2008	Last Revision Date	June 20, 2017
Approved By (generally same as "Reports To")	Executive Director	Human Resources Approval Date	June 20, 2017
Director Approved By (Job Title)	Executive Director		

SECTION 2 JOB SUMMARY
<p>Provides administrative leadership and guidance to the Business Services Division of NEW Water with responsibility over the areas of information technology management, data and records management, finance, accounting, contract administration, public relations and education, and administrative and clerical support resources.</p> <p>Plays a key role in realizing NEW Water's strategic plan for collaborative leadership to achieve sustainability and foster economic vitality in the region.</p>

SECTION 3.....DESCRIPTION OF ESSENTIAL RESPONSIBILITIES & DUTIES	
Frequency: Daily, Weekly, Biweekly, Monthly, Quarterly, Annually, or As Needed	
Description of Duties	Frequency
Key Area: Fiscal Operations	30% of job
Directs all fiscal operations including budgeting, accounting, investing, debt management, purchasing, inventory controls, and asset management.	Daily
Develops and monitors implementation of an annual financial and business plan that correlates to the overall strategic plan, Commission guidelines, and proven financial methods.	Monthly
Support and monitors the five-year Capital Improvement Plan.	Quarterly
Applies public accounting knowledge.	Daily
Develops and implements internal controls to safeguard NEW Water assets.	Daily
Leads Lean activities.	Monthly
Develops and updates Financial Reserves and Investments policies and presents to Commission for approval.	As needed
Works with Accounting to coordinate year-end closing, year-end inventory of assets, stockroom items, and annual independent audit.	Quarterly
Networks with NEW Water customers, stakeholders, public and external entities regarding rates, costs, and other financial and business service queries.	Daily
Key Area: Division Management/Supervisory Responsibilities	30% of job
Plans, organizes, directs, and monitors the daily operations of the Business Services division.	Daily
Performs human resources functions for the department which include but are not limited to staffing, interviewing and selecting new employees, promotions, staff training and development, job description maintenance, coaching and performance management, compensation changes, employee recognition, resolution of employee concerns/conflicts, disciplinary actions, and terminations.	As needed
Develops and recommends operating and capital budgets and controls expenditures within approved budget objectives for Business Services related expenses.	Monthly

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Maintains transparent communication through division meetings, one-on-one meetings, appropriate email, and regular interpersonal communication.	Daily
Promotes and supports a workplace culture that is consistent with NEW Water's mission, vision and strategic plan.	Daily
Ensures all staff adhere to organization wide and department specific policies and procedures that include but are not limited to regulatory, health, and safety requirements.	Daily
Collaborates with directors, management team, and staff in the development of divisional, departmental and individual employee goals, ensuring alignment with NEW Water's Strategic Plan.	Daily
Ensures that personal actions, and the actions of employees supervised, comply with the policies, regulations and laws applicable to NEW Water's business.	Daily
Participates in industry organizations, business groups, and community activities to enhance and build NEW Water presence in the community and with other wastewater treatment facilities.	Monthly
Pursues the building of the NEW Water customer base as needs arise due to growth, in response to additional environmental regulations, and broadening revenue-producing sources.	Monthly
Oversees the planning, development, and implementation of Information Technology hardware and software concepts and technology.	Daily
Oversees the internal and external communication and public education and outreach program.	Daily
Oversees all administrative and clerical activities for the organization. Collaborates with other departments and divisions to address administrative needs.	Daily
Key Area: Business Risk Management	20% of job
Develops, maintains, and improves a utility wide business risk management program.	Quarterly
Identifies critical risk factors to the utility and continually drives efforts to mitigate and manage risk.	As Needed
Develops and communicates business risk tracking and performance indicators.	Monthly
Leads the contract administration function, developing and maintaining customer agreements, and leases.	Daily
Manages NEW Water's records management program.	Daily
Manages NEW Water's policies.	Daily
Analyzes and determines appropriate levels of insurance coverage based on business need and criticality of operations.	Annually
Leads periodic non-asset based risk analysis to determine potential vulnerabilities. Develops and implements plans to address areas of concern.	Monthly
Key Area: Strategic Planning & Implementation	20% of job
Leads strategic planning and the development of NEW Water and Business Services Division administrative policies.	Annually
Maintains continuity among NEW Water, division, and local work teams by developing, documenting, and implementing Business Services Division systems and procedures.	Daily
Provides leadership at the strategic level as a member of the NEW Water Executive Team.	Daily
Serves as leader in identifying, pursuing, and orchestrating opportunities for NEW Water to achieve sustainability and foster economic vitality in the region.	Daily
Other:	
Perform other job related duties as assigned.	As needed
Promote and enhance environmental, health, and safety compliance within the work environment and actively engage in improvement efforts.	Daily
Follow organizational policies and procedures.	Daily

SECTION 4 EDUCATION REQUIRED	
Minimum Level of Education	Field(s) of Study
Bachelor's Degree	Business Administration, Finance, Public Administration or related field.
Additional Information Regarding the Required Education:	

SECTION 5 EXPERIENCE REQUIRED	
Years of Experience	10 – 11 years of professional experience including a minimum of 5 years in a management position.
Other Specific Experience Required or Preferred	Knowledge of public sector business practices preferred.

SECTION 6 CERTIFICATION / LICENSURE / TRAINING TO PERFORM JOB		
Required Certification/Licensure	Required Upon Hire?	If no, timeframe to obtain?
Current and valid Wisconsin motor vehicle operator's license.	Y	
Preferred Certification/Licensure		
N/A		

SECTION 7 ADDITIONAL KNOWLEDGE, SKILLS, AND ABILITIES
<ul style="list-style-type: none"> • Extensive knowledge of the principles of management, finance, internal controls, communication, demonstrated business acumen, and best practices in Business Services. • Proven ability to take an active role in determining rate structure and return on investment. • Strong management skills including the ability to lead various NEW Water initiatives. • Ability to develop, document, and implement Business Services Division systems. • Ability to think strategically with an entrepreneurial focus. • Strong sense of fiscal responsibility. • Ability to establish and maintain effective working relationships with appointed officials, directors, managers, co-workers, customers, and the general public. • Strong team building skills both internal and external to NEW Water. • Ability to make presentations and attend ceremonial functions. Serve as a spokesperson for NEW Water in situations of mutual interest and concern with other entities. • Ability to apply environmental stewardship to the business services aspect of NEW Water. • Familiarity with triple bottom line principles. • Demonstrated experience with stakeholder collaboration.

SECTION 8 SOFTWARE / TECHNOLOGY UTILIZED
Microsoft Outlook, Word, Excel, SharePoint

SECTION 9 EQUIPMENT / MACHINERY UTILIZED
Computer related equipment

SECTION 10 JUDGMENTS / DECISION-MAKING: IMPACT	
Description of Duties	Check One
Job Centered / Work Unit: Decisions made are typically isolated to an individual's job or work unit.	<input type="checkbox"/>
Department-Wide: Decisions made may impact across work units, and involve a significant function of the department. Supervision or management is typically—but not always—a component of the job.	<input type="checkbox"/>
Multiple Departments: Decisions are made on behalf of and impact across multiple departments; or across several sections of a significantly large department.	<input checked="" type="checkbox"/>
Entire Organization: Decisions are made on behalf of and affect the entire organization including, but not limited to: employees, customers, vendors, governing body, etc.	<input type="checkbox"/>

SECTION 11 JUDGMENTS / DECISION-MAKING EXAMPLES

Frequency: Daily, Weekly, Biweekly, Monthly, Quarterly, Annually, or As Needed		
Example of Decision / Judgment (3-5 examples)	Job Title of Who Reviews (If Anyone)	Frequency
Investment strategies	Executive Director, Commission	Monthly
Determine staffing level of division	Executive Director, Commission	Annually
Strategically plan future growth opportunities	Executive Director, Commission	Monthly
Developing partnerships and relationships with the public	Executive Director	As needed

SECTION 12 PROBLEM SOLVING

Example of Problem (3-5 examples)	Resources Used
Provide the Commission with adequate information to allow them to establish appropriate policies.	Executive Team, Legal counsel
Make recommendations to the Executive Team and Commission regarding NEW Water and Business Services Division policies.	BSD Department managers, Management Team members
Research and develop a financial and business plan approved by the Executive Director and Commission.	BSD Department managers, Executive Team
Strategically view the organization, environment, and applicable regulations to maintain and advance NEW Water.	Management Team members, Executive Team

SECTION 13 WORKING RELATIONSHIPS / INTERACTIONS / CONTACTS

Frequency: Daily, Weekly, Biweekly, Monthly, Quarterly, Annually, or As Needed		
Title/Description of Contact	Purpose of Contact	Frequency
Commission and Executive Team	Establish organizational and fiscal policies. Share operational and financial information.	Daily
Management Team	Work collaboratively on a day-to-day basis on teams and projects. Establish systems and procedures.	Daily
Division managers and staff	To maintain the desired organizational culture and evaluate work performance. To maintain open communications and keep staff informed of organizational change.	Daily
Lenders, investment advisors, consultants, and legal counsel	Share fiscal information and solicit professional advice.	Monthly
Members of organizations, business groups, and community members	To foster a positive image of NEW Water and become active in community activities.	Monthly
Customers and stakeholders	Serve as a source of financial information and contact for customer queries. Attend and actively participate in customer and stakeholder relations.	Daily

SECTION 14 SUPERVISION / MANAGEMENT AUTHORITY

Action	Yes	No	Provides Input
Screen / Interview Applicants	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Hire / Promote Employees	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Provide Written / Verbal Warnings	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

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Suspend Employees	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Terminate Employees	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Prepare Work Schedules	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Project Management	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Provide Work Direction	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Evaluate Performance	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Coach Employees	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Train Employees	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Approve Overtime	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Approve Time Off	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Develop / Implement Policies	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Evaluate and Approve Exceptions to Policies	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Classification / Compensation Changes	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Employees <u>Directly</u> Supervised	
# Employees	Job Title
1	Accounting Manager
1	Information Technology Manager
1	Public Affairs and Education Coordinator
1	Administrative Services Coordinator
Employees <u>Indirectly</u> Supervised	
# Employees	Job Title
2	Systems Administrator
1	Systems Technician – GIS
1	Control Systems Software Engineer
1	Computer Support Specialist
1	Public Affairs and Education Specialist
1	Accounting Specialist
1	Buyer
1	Administrative Specialist
2	Administrative Assistant I and II
Varies	Interns

SECTION 15.....WORK ENVIRONMENT / WORKING CONDITIONS / PHYSICAL REQUIREMENTS
 Refer to ErgoFactor Job Analysis for this position for details. <S:\Safety\Blankenheim Project\Business Services\Director of Business Services.pdf>

SECTION 16ADDITIONAL COMMENTS

THIS JOB DESCRIPTION IS INTENDED TO IDENTIFY ESSENTIAL DUTIES AND ALSO ILLUSTRATES OTHER TYPES OF DUTIES THAT MAY BE ASSIGNED TO ITS INCUMBENTS. IT SHOULD NOT BE INTERPRETED AS DESCRIBING ALL OF THE DUTIES THAT WILL BE REQUIRED OF EMPLOYEES OR BE USED TO LIMIT THE NATURE AND EXTENT OF ASSIGNMENTS THAT AN INDIVIDUAL IS REQUIRED TO PERFORM.

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JOB DESCRIPTIONS ARE SUBJECT TO REVISION AT ANY TIME AT THE DISCRETION OF MANAGEMENT.