



JOB DESCRIPTION

General Manager

ORGANIZATION: West Slope Water District
DEPARTMENT: Administration

LOCATION: Portland, OR
DATE: December 2025

POSITION SUMMARY:

The General Manager provides strategic leadership and operational oversight for the District, ensuring safe, reliable, and efficient water services. This role directs all aspects of District operations, finance, and administration; builds strong relationships with the Board, staff, and community; fosters a culture of collaboration and professional growth; and guides long-term planning, policy development, and emergency preparedness to achieve organizational goals.

ESSENTIAL JOB FUNCTIONS:

(The following list covers the most significant essential and auxiliary job duties for this position but does not include other occasional work related to or assigned therein by necessity. Job functions are not listed in any particular order.)

- Be the District's main public information officer for District customers as well as local media for routine and emergency events.
- Represent the District and the District's needs and interests through engaging with SDAO, Portland Water Bureau wholesale group, and Oregon Water Utility Council.
- Oversee all District operations, including administration, facilities, finance, programs, projects, and water services planning.
- Communicate effectively with the Board on policies, compliance, and agreements. Prepare agendas and resolutions, attend Board meetings, and carry out Board directives.
- Develop and implement both short- and long-term goals, objectives, and key initiatives under direction set by Board.
- Manage all personnel functions, including hiring, assigning duties, approving disciplinary actions, separations, and compensation within the salary schedule approved by the Board.
- Oversee financial planning, including revenues, rates, debt, and major expenditures. Direct budget development, cost controls, investments, and debt service to ensure financial stability.
- Establish, review, and update District policies and procedures to support effective, customer-focused operations. Address and correct unsatisfactory results.
- Maintain open communication across the organization. Foster a work environment of accountability, collaboration, and productivity.
- Ensure emergency preparedness through ongoing plans, training, and drills to maintain critical service delivery during emergencies or disasters.
- Serve as the project manager for the District's CIP projects.
- Develop and manage short- and long-term capital improvement programs.
- Represent the District with the public, customers, community groups, government officials, and industry organizations. Promote District programs, testify at hearings, and build strong intergovernmental and community relations.
- Address and resolve escalated customer concerns.

- Attend meetings and events outside regular business hours, as needed, which may include overnight travel.
- Manage compliance with all OHA drinking water regulations through a strong knowledge of state and federal drinking water regulations.
- Work closely with the District's Finance Manager and Operations Manager to strategically create agenda items for Board of Commissioner meetings as well as provide strategic direction for the District.

AUXILIARY JOB FUNCTIONS:

Provide assistance to other staff as workload and staffing levels dictate. Maintain proficiency by attending training and meetings, reading materials, and meeting with others in areas of responsibility. Perform other duties as assigned.

JOB QUALIFICATION REQUIREMENTS:

Mandatory Requirements:

- Combination of education, training, and experience that would likely provide the knowledge, abilities, and skills, to successfully perform the essential job functions of the position.

Preferred Requirements

- A bachelor's degree in engineering, business administration or related field.
- Experience in a management or supervisory role.
- Experience working in a public utility, preferably in the water sector.
- Experience with board management and communication.

Necessary Special Requirements:

- Possess a valid state driver's license accepted in the State of Oregon, with an acceptable driving record
- Successfully pass a background check

Knowledge of:

- Construction zone safety measures
- Principles and practices related to the design, construction, and management of public water systems
- Water utility operations and administration, including SCADA systems and water quality monitoring.
- Effective Board relations and governance practices.
- Principles and practices of management, supervision, and development of staff
- Governmental organization, rules, regulations, and processes applicable to Oregon special districts, including Oregon Budget Law, Public Meetings Law, Public Records Law, Ethics Law, Public Contracting Rules and Administrative Rules related to public water systems, and Oregon OSHA.
- Wholesale water purchase contracting, utility billing, meter reading, and public-sector financial management.
- Economic trends and their potential impacts on rate-supported utility financial structures
- Public relations and community engagement practices.
- Asset management programs, software, and condition assessment techniques for distribution pipes.

Ability to:

- Lead the development and implementation of the District's vision, strategic plan, emergency preparedness plans, and technology initiatives.
- Make sound, timely decisions on staffing, priorities, and District operations.
- Establish and manage priorities in alignment with District goals.
- Design, implement, and enforce District policies, procedures, and practices.
- Supervise, mentor, and evaluate staff.
- Prepare budgets, develop financial plans, and monitor fiscal performance.
- Negotiate and administer contracts and agreements with consultants, vendors, and construction contractors.
- Foster effective working relationships with the Board, staff, partner organizations, and the public
- Represent the District in public hearings, meetings, and legal proceedings as required.
- Deliver clear and persuasive public presentations.
- Use computer and related software effectively and appropriately within District policies.

Skill to:

- Communicate and collaborate effectively while building trust through transparency, openness, and respect.
- Demonstrate strong, inclusive leadership with self-awareness and the ability to inspire and motivate others.
- Make well-reasoned decisions in complex or difficult situations.
- Recognize and reward employee contributions while promoting professional growth and development.
- Establish and maintain positive relationships across all organizational levels, with customers and the public.
- Communicate clearly and professionally, both orally and in writing, with the Board, employees, and the public.
- Use computer-based tools and applications to support presentations and communication
- Build consensus, mediate differences, and resolve complex or sensitive issues

PHYSICAL DEMANDS OF POSITION:

The role primarily involves sitting, with frequent standing, walking, reaching, and use of hands for fine manipulation. Occasional stooping, kneeling, crouching, crawling, or climbing may be required as well as lifting or moving objects up to 10 pounds. Vision, hearing, speaking, and tactile abilities are necessary for normal work activities.

WORKING CONDITIONS:

Work is primarily in a typical open desk office environment consisting of moderate noise of telephones, customer inquiries, conversations, and personal interruptions. Meeting attendance will require working after normal business hours. Occasionally, the employee may work on-site at maintenance or construction locations, where exposure to varying temperatures, weather, chemicals, and construction hazards may occur. Where appropriate, personal protective equipment will be provided along with training on its proper use.

SUPERVISORY RESPONSIBILITIES:

Two direct reports: Finance Manager and Operations Manager.

SUPERVISION RECEIVED:

Reports to and works under the direction of the Board of Commissioners.