

GENERAL MANAGER
EFFECTIVE SEPTEMBER 1, 2025
JOB DESCRIPTION

General Manager

The General Manager, or GM, is responsible for running the day-to-day operations of the Corporation and guiding general business strategies, overseeing office and field administration, planning, reporting, policy administration, hiring and terminating employees, and determining compensation packages. Additionally, this position is responsible for the utility's public relations and must be familiar with corporate, local, state, and federal compliance policies. The General Manager reports directly to the Board of Directors and may supervise office, plant, distribution, and operations employees, contractors, and other management personnel. This position is also responsible for implementing the utility's long-range plans and policies. Must be able to prepare and maintain an annual budget. Responsible for tracking cash flows, monthly approval, and payment of all bills.

General Manager Duties and Responsibilities

The General Manager shall assist supervisors in achieving their goals and also ensure that all teams within the Corporation are functioning well. Their specific duties and the scope of work of the General Manager vary but may include:

Operational Duties

- Developing key performance goals and managing staff performance.
- Hiring new staff within a department or business unit.
- Ensuring that departments or units deliver quality service to customers.
- Working closely with staff to retain good employees.
- Developing new solutions to meet customer and system needs.
- Improving internal processes for better productivity.
- Overseeing large projects and interpreting performance reports.
- Ensuring compliance with Texas and Federal EPA water quality standards
- Responding to emergency conditions.

Managerial and Administrative Duties

- Ensuring the timely payment of all system debts and obligations, and tracking revenues and expenditures in relation to the adopted budget.
- Assisting in the development of the annual budget.
- Managing the budget and monitoring the financial health of the Corporation.
- Maintaining all personnel files and records.

- Maintaining system files and records, including: operational and maintenance records, sanitary easements, By-Laws, CCN, Tariff, Personnel Policies, Board Policies, and all other policies adopted by the Corporation.
- Leading the purchase and development of properties.
- Creating and implementing strategies for business growth.
- When needed, provide monthly oral or written reports to the Board.
- Ensuring that collections are made in a fair and equitable manner, and termination policies are applied in accordance with the Tariff.
- Monitoring and advise the Board of changes that may be necessary to the Tariff.
- Participating in consulting with engineers when planning system improvements and expansions.
- Participating in the loan process for system improvements.

Education and Experience

- A minimum of a high school diploma is required.
- A Bachelor's Degree in a related field (e.g., engineering, public administration, business administration) is preferred.
- Has maintained a Class "C" License or higher Groundwater License for a minimum of 6 years.
- Extensive supervisory experience in a groundwater system.
- Prior business management experience is preferred.
- Must have strong oral and written communication skills.
- Experience working with the Texas Commission on Environmental Quality (TCEQ).
- Experience working with the Texas Water Development Board (TWDB).
- Experience working with the Texas Rural Water Association (TRWA).
- Experience working with independent contractors.

Employment Status and Benefit Package

- Benefit package as per the Lee County Water Supply Corporation Personnel Policy.