



General Manager Position Description

Appointed by the Board of Directors, Loudoun Water's General Manager performs as the utility's Chief Administrative Officer while simultaneously serving in the capacity of Board Treasurer.

Operating under policies, guidelines, and directives set by the Board, the General Manager of Loudoun Water is responsible for overseeing a talented team of approximately 350+ personnel, and for administering all of the organization's business operations, and related activities. In coordination with the utility's internal leadership team, the General Manager is responsible for supporting the mission, vision and values that guide Loudoun Water's day-to-day operations in one of the fastest growing and most dynamic areas in the United States. The General Manager plays a pivotal role in developing policies; fostering external partnerships; educating stakeholders, preparing annual budgets, managing strategic planning, and promoting and ensuring excellence in public service.

Loudoun Water operates as a self-supporting "Enterprise Fund" with two sources of revenue: User Rates which cover operating expenses, a portion of debt service and infrastructure repair/replacement, and, Availability Charges which cover growth related capital expenditures including growth related debt service. Revenues for 2023 are projected to be approximately \$161.6 million, while total expenditures are estimated to be approximately \$159.8 million. The 2023 – 2032 Capital Improvement Plan is projected to be \$1.3 billion.

Candidate Profile

The ideal candidate will possess demonstrated expertise working within the Water/Wastewater arena. This individual will also have substantial experience leading organizations similar to Loudoun Water, particularly with respect to size, scale/scope of services, and operational complexity.

Prior experience should also include a proven ability to work collaboratively with an engaged Board of Directors in establishing organizational goals and setting project priorities. The ideal candidate will also be a proven and adroit leader who possesses a record of success in engaging, inspiring, motivating, coaching, and retaining staff via a transparent, engaged leadership style along with a commitment to upholding and nurturing a culture grounded in trust and teamwork. Loudoun Water has a highly dedicated and talented staff and an extremely low annual attrition rate. The General Manager is directly responsible for promoting a diverse, collegial, and collaborative culture that values all employees.

General Manager Duties & Responsibilities

- Develop, implement, and integrate enterprise operational guidelines, policies, and procedures. Assure that the organization sustains a professional, responsive, and customer-focused operating tone.
- Provide thoughtful, engaged, and effective leadership to assure efficient day-to-day operations in all areas of the water authority.
- Oversee and direct engineering, construction, and infrastructure initiatives; assure compliance with regulatory and safety guidelines as may be applicable to water/wastewater facilities and projects.

- Develop and administer Loudoun Water’s annual budget with a focus on implementing the Board of Director’s goals, objectives, and long-range vision as defined within the Loudoun Water Strategic Plan.
- Oversee and implement fiscal programs to ensure the long-term financial viability and stability of Loudoun Water. This includes preparation of the capital improvement and spending plans, and user-rate studies.
- Appoint, lead, and directly oversee Loudoun Water’s key management and leadership team.
- Direct and oversee the development and compliance of all personnel policies, guidelines, and procedures. Monitor established staff performance measurement metrics. Oversee the ongoing development and implementation of staff development and training programs. Implement policies that promote a positive culture and professional work environment for all employees.
- Prepare, develop, and implement sustainable succession plans for the entire management team, including the creation of detailed organizational structures and transition plans.
- Develop, promote, and lead the implementation of long-range strategic plans as well as Board approved budget plans.
- Manage and maintain positive and productive relationships with critical constituencies to include General Manager direct reports, staff, Board of Directors, legal counsel, customers, media, and political and regulatory entities.

Desired Knowledge, Capabilities & Traits

- Ability to collaborate, educate, and manage the expectations of a Board of Directors; leadership team staff, consultants, Loudoun County administrators, regulatory agencies, and other organizational stakeholders;
- Highly effective presentation and communication skills (oral & written). Ability to engage and interact with a variety of different audiences and constituencies;
- Demonstrated knowledge of and experience within the water and wastewater industry;
- Ability to work with a broad cross-section of stakeholders while balancing competing interests;
- Commitment to performing as a “servant leader” dedicated to serving the public’s best interests.
- Comprehensive appreciation for federal, state, and local laws, regulations, ordinances, policies, procedures, and practices related to water and wastewater operations.
- Forward looking executive who balances risk-taking and data-driven decision making;
- Thought leader who values and proactively pursues securing a variety of perspectives when making important decisions;
- Confident, capable, and committed leadership style – adept at coaching and encouraging staff development and progression.

Education & Experience

- The successful candidate will possess a bachelor's degree in a subject matter area relevant to the water and wastewater industry including but not limited to Engineering, Finance, Public Administration. A master's degree is strongly desired.
- Successful candidates will possess at least 10 years of progressively responsible public sector leadership and management experience or private sector/public sector-facing experience in a comparably sized organization.
- Comprehensive understanding of the principles and practices of management, design, construction, and operation of a public water/wastewater authority. Strong appreciation for the organization, rules, regulations, and processes of regulatory agencies;
- Demonstrated experience with project management controls and associated tools.
- Solid knowledge of public finance to include fiscal and budget principles, practices, and procedures;
- Knowledge and appreciation of human resources and organizational development and management.

Compensation & Benefits

The compensation package for the General Manager position is highly competitive. Final compensation will ultimately be dependent upon a candidate's specific background and professional experience. Benefits include, but are not limited to, participation in the Virginia Retirement System, annual leave and sick leave, and health/life insurance.

Application & Selection Process

The deadline for applying for this opportunity is November 27, 2023. To be considered, please submit a cover letter, and resume online to paul.siker@theartisangroup.com.

Following the filing date, applications will be screened by The Artisan Group based on the criteria established by the Loudoun Water Board's Selection Committee. The Committee will review recommended candidates who most closely align with stated position criteria. **Loudoun Water is an Equal Opportunity Employer.**

For more information, please contact:

Paul Siker
Managing Partner
The Artisan Group
540-882-4442

paul.siker@theartisangroup.com

the **A|RT|I|S|A|N** group