



## Position Description

*To perform this job successfully, an individual must be able to perform the essential job functions satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the primary job functions herein described. Since every duty associated with this position may not be described herein, employees may be required to perform duties not specifically spelled out in the job description, but which may be reasonably considered to be incidental in the performing of their duties just as though they were actually written out in this job description.*

**Job Title:**                    **Assistant City Manager/Columbia Water**

**Department:**              City Administration

**Pay Grade:**                 125

**FLSA Status:**             Exempt

### **JOB SUMMARY**

This position performs advanced administrative and professional work in planning, organizing and directing assigned departments and functions of municipal government; provides strategic direction for the City, ensuring effective and efficient operations; and performs related work as required. The incumbent researches and formulates long-range goals for the organization, develops policy and position papers, and negotiates with chief administrative officers and/or elected officials.

### **ESSENTIAL JOB FUNCTIONS:**

- Assumes full management responsibility for all Department functions, programs, and operations including, but not limited to the operation of the City's water and wastewater treatment; water distribution; wastewater collection; engineering; customer care and field operations; planning and related operations, functions, and program areas;
- Assists the department heads in the development and implementation of Departmental policies, goals, objectives, procedures, and priorities for each assigned service area;
- Plans, directs, and coordinates, through subordinate level staff, the Department's work plan; assigns projects and programmatic areas of responsibility; reviews and evaluates work methods and procedures; meets with key staff to identify and resolve problems;
- Explains, justifies, and advocates for department programs, policies, and activities; negotiates and resolves sensitive and controversial issues;
- Establishes appropriate service and staffing levels; monitors and evaluates the efficiency and effectiveness of programs, policies and operational needs; identifies opportunities for improvement; directs and implements appropriate changes;

- Directs the preparation of and management of the capital improvements, renewal and replacements, and annual operation and maintenance budgets;
- Oversees the implementation of personnel, pay, insurance, and other city policies, guidelines and directives;
- Makes presentations and recommendations to the City Manager, City Council and citizen groups and reviews/recommendations news releases;
- Evaluates the work of City employees, consultants and contractors engaged in design, construction, operation, and maintenance of water and wastewater systems;
- Develops and implements departmental policies, guidelines, goals, objectives, procedures, and priorities for each assigned program area;
- Assists in providing executive level management to the entire city; and
- Represents the City Manager at meetings and in other matters as required/authorized by the City Manager in his absence.
- Performs advanced administrative and professional work in planning, organizing and directing assigned functions of municipal government;
- Supervises management staff as assigned; supervisory duties include instructing; assigning, reviewing and planning work of others; maintaining standards; coordinating activities; allocating personnel; selecting new employees; acting on employee problems; recommending and approving employee discipline and discharge, and recommending employee transfers, promotions and salary increases;
- Reviews the work of subordinates for completeness and accuracy; evaluates and makes recommendations as appropriate; offers advice and assistance as needed;
- Provides for adequate staff training and development opportunities;
- Plans, develops and implements goals, objectives and strategies for the City; revises as necessary;
- Develops and enforces policies and procedures to carry out established goals and strategies;
- Keeps abreast of current and pending legislation affecting municipal government; makes recommendations for changes in City policies, procedures and operations as necessary to ensure compliance, effectiveness and efficiency;
- Develops and administers the departmental annual budgets; ensures that financial costs of operations remain within budget; monitors expenditures on a monthly basis and approved invoices for payment; monitors and forecasts funding sources;
- Reviews public relations efforts to promote a positive image of the City;
- Receives and responds to public inquiries, concerns and complaints regarding the services, programs and personnel of the City;
- Develops and maintains contact with civic and community leaders; participates in community committees, boards, task forces, etc., as appropriate;
- Performs duties of the City Manager as necessary in his/her absence;
- Performs general administrative / clerical duties as required, including but not limited to preparing reports and correspondence, copying and filing documents, reviewing mail and literature, entering and retrieving computer data, etc.;
- Interacts and communicates with various groups and individuals such as the City Manager, City Council, Mayor, City department heads and staff, various boards and commissions, attorneys, community / civic organizations, professional peers, news media, various outside professionals, various other government agencies,

- and the general public;
- Attends City Council, department, committee and other meetings as necessary; and
- Performs other related duties as assigned.

**MINIMUM REQUIREMENTS TO PERFORM WORK:**

- Bachelor's degree in public administration, business administration or closely related field;
- Ten (10) years of relevant prior experience;
- Valid South Carolina Class "D" Driver's License.

**Knowledge, Skills and Abilities:**

- Knowledge of basic algebra involving variables and formulas, and/or computing discounts and interest rates;
- Ability to develop new approaches or methodologies to solve problems not previously encountered by analyzing, synthesizing or evaluating data or information using unconventional or untried methods;
- Ability to negotiate, exchanging ideas, information and opinions with others to formulate policy and programs or arrive jointly at decisions, conclusions or solutions;
- Ability to handle or use machines requiring moderate instruction and experience such as computers, and software programs such as word processing, spreadsheets or custom applications;
- Ability to perform work involving the application of broad principles of professional management and leadership to solve new problems for which conventional solutions do not exist;
- Ability to read professional literature and technical manuals; speaking to groups of employees, other public and private groups; writing manuals and complex reports;
- Ability to perform advanced professional-level work methods and practices in the analysis, coordination or interpretation of work of a professional, engineering, fiscal, legal, managerial or scientific nature and the ability to formulate important recommendations or make technical decisions that have an organization-wide impact. Requires sustained, intense concentration for accurate results and continuous exposure to sustained, unusual pressure; and
- Ability to make decisions, affecting entire organization and surrounding population; works in an unstable environment with frequent and significant changes in conditions; responsible for long-range goals, planning and methodologies.

**PHYSICAL DEMANDS:**

The work is considered sedentary in nature and involves walking or standing some of the time and involves exerting up to 10 pounds of force on a recurring basis or routine keyboard operations. The work requires the following physical abilities to perform the essential job functions: balancing, climbing, crawling, crouching, fingering, handling, hearing, kneeling, lifting, mental acuity, pulling, pushing, reaching, repetitive motion, speaking, standing, stooping, talking, visual acuity, and walking.

**WORKING CONDITIONS:**

Work environment involves exposure to no known environmental hazards; and is dynamic that requires sensitivity to change and responsiveness to changing goals, priorities, and needs.





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**Job Title:** **Director of Engineering**

**Department:** Department of Engineering

**Pay Grade:** 123

**FLSA Status:** Exempt

### **JOB SUMMARY**

This position plans and directs the design, development and implementation of City construction, renovation and installation projects for the City; and perform related professional, administrative and supervisory work as required. The incumbent plans, organizes and implements programs within major organizational policies, reporting program progress to executive-level administration through reports and conferences.

### **ESSENTIAL JOB FUNCTIONS:**

- Plans, organizes and directs all activities and operations of the Engineering Department, ensuring compliance with all applicable laws, regulations, policies, procedures and standards of safety;
- Assists the City Manager and Assistant City Manager in the development and implementation of Departmental policies, goals, objectives, procedures, and priorities for each assigned service area;
- Establishes, within City policy, appropriate service and staffing levels; monitors and evaluates the efficiency and effectiveness of service delivery methods and procedures; allocates resources accordingly;
- Assesses and monitors work load, administrative and support systems, and internal reporting relationships; identifies opportunities for improvement; directs and implements changes;
- Supervises assigned professional, technical and support staff. Supervisory duties include instructing; assigning, reviewing and planning work of others; maintaining standards; coordinating activities; selecting new employees; acting on employee problems; allocating personnel; approving employee discipline and discharge, and recommending employee promotions, transfers, and salary increases;
- Reviews the work of subordinates for completeness and accuracy; evaluates and

- makes recommendations as appropriate; offers advice and assistance as needed;
- Analyzes department schedules and workloads; makes adjustments as necessary to ensure optimum productivity and efficiency;
- Provides for adequate staff training and development opportunities;
- Develops and implements departmental policies and procedures;
- Develops and administers assigned budgets; monitors expenditures and prepares related reports; ensures effective and efficient use of budgeted funds, personnel, materials, facilities and time;
- Provides direct assistance to the City Manager and City Council in matters pertaining to areas of responsibility, and regarding various special projects;
- Directs and provides engineering expertise in the planning, design and project management of the construction, renovation and installation of City capital improvement projects, including water, wastewater and utility projects;
- Prepares and maintains the City's five-year capital improvement plan;
- Develops and designs various solutions to engineering problems; seeks alternatives to designs and submits plans to City Manager and City Council for approval;
- Oversees project budget preparation and the development of surveys, scopes of work, estimates, plans and specifications;
- Plans and coordinates system improvements with engineers; reviews and approves construction plans;
- Negotiates and administers construction and renovation contracts;
- Inspects construction work in progress and at completion for compliance with established policies, procedures, regulations, codes, contracts, and standards of quality and safety;
- Prepares a variety of studies, reports and related information for decision-making purposes and as required by the City and other government agencies;
- Assists in establishing customer rates;
- Coordinates projects with local, state and federal agencies, as well as other City and county departments, contractors, developers, engineers, land surveyors, architects, attorneys, environmental agencies / special interest groups, and other parties as necessary;
- Represents the department and City at various meetings as required; serves on committees, boards and task forces as appropriate;
- Receives and responds to inquiries, concerns, complaints and requests for assistance regarding areas of responsibility;
- Performs general administrative work as required, including conducting and attending meetings, preparing reports and correspondence, reviewing mail and literature, entering and retrieving computer data, etc.;
- Attends professional conferences, meetings, training, seminars, etc., as necessary to maintain and enhance job knowledge and skills; and
- Performs other related duties as assigned.

#### **MINIMUM REQUIREMENTS TO PERFORM WORK:**

- Bachelor's degree in engineering or closely related field;
- Ten (10) years of relevant prior experience;
- Valid South Carolina Class "D" Driver's License;
- South Carolina P.E. registration.

#### **Knowledge, Skills and Abilities:**

- Knowledge of advanced calculus using such factors as limits, real number systems, mean values; algebraic functions including very complex functions; inferential statistics and econometrics;

- Ability to synthesize or integrate analysis of data or information to discover facts or develop knowledge or interpretations; changes policies, procedures or methodologies based on new facts, knowledge or interpretations;
- Ability to negotiate, exchanging ideas, information, and opinions with others to formulate policy and programs or arrive jointly at decisions, conclusions, or solutions;
- Ability to establish policy for the acquisition, installation, testing, operation, maintenance and repair of complex machinery, equipment or systems; includes establishing specifications for the acquisition of major pieces of equipment, rolling stock, machinery and technology systems; establishing budgets for major construction repairs or new construction; determining the allocation of materials, equipment and supplies with respect to major construction projects;
- Ability to perform work involving the application of principles of logical thinking or scientific practice to diagnose or define problems, collect data and solve abstract problems with widespread unit or organizational impact;
- Ability to read professional literature and technical manuals; speaking to groups of employees, other public and private groups; writing manuals and complex reports;
- Ability to perform advanced professional-level work methods and practices in the analysis, coordination or interpretation of work of a professional, engineering, fiscal, managerial or scientific nature and the ability for formulate important recommendations or make technical decisions that have an organization-wide impact. Requires sustained, intense concentration for accurate results and continuous exposure to sustained, unusual pressure; and
- Ability to make decisions, affecting most segments of the organization and the general public; works in a highly dynamic environment; responsible for establishing goals, objectives and policies.

**PHYSICAL DEMANDS:**

The work is considered light in nature and involves walking or standing much of the time and involves exerting up to 20 pounds of force on a recurring basis, or skill, adeptness and speed in the use of fingers, hands or limbs on repetitive operation of mechanical or electronic office or shop machines or tools within moderate tolerances or limits of accuracy. The work requires the following physical abilities to perform the essential job functions: balancing, fingering, hearing, kneeling, lifting, mental acuity, pulling, pushing, reaching, speaking, standing, stooping, talking, visual acuity, and walking.

**WORKING CONDITIONS:**

Work environment may involve exposure to bright/dim light, dusts and pollen, extreme heat and/or cold, wet or humid conditions, extreme noise levels, vibration, fumes and/or noxious odors, traffic, moving machinery, electrical shock, heights, toxic/caustic chemicals; and is safe and secure that may periodically have unpredicted requirements or demands.



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**Job Title:** **Director of Utilities**

**Department:** Department of Utility Operations

**Pay Grade:** 123

**FLSA Status:** Exempt

### **JOB SUMMARY**

This position plans and directs the administration of public utilities for the City; and perform related professional, administrative and supervisory work as required. The incumbent plans, organizes and implements programs within major organizational policies, reporting program progress to executive-level administration through reports and conferences.

### **ESSENTIAL JOB FUNCTIONS:**

- Plans, organizes and directs all activities and operations of the Utilities Department functions, programs, and operations including the operation of the City's water, wastewater, sections, and related operations, functions, and program areas; oversees the operation of the water and wastewater treatment plants, ensuring compliance with all applicable laws, regulations, policies, procedures and standards of safety;
- Assists the City Manager and Assistant City Manager in the development and implementation of Departmental policies, goals, objectives, procedures, and priorities for each assigned service area;
- Plans, organizes and directs all programs and activities associated with the construction, renovation, maintenance, administration and operation of City water and wastewater facilities and systems, ensuring compliance with applicable federal, state and local laws and regulations;
- Establishes, within City policy, appropriate service and staffing levels; monitors and evaluates the efficiency and effectiveness of service delivery methods and procedures; allocates resources accordingly;
- Assesses and monitors work load, administrative and support systems, and internal reporting relationships; identifies opportunities for improvement; directs and implements changes;

- Supervises assigned professional, technical and support staff. Supervisory duties include instructing; assigning, reviewing and planning work of others; maintaining standards; coordinating activities; selecting new employees; acting on employee problems; allocating personnel; approving employee discipline and discharge, and recommending employee promotions, transfers, and salary increases;
- Reviews the work of subordinates for completeness and accuracy; evaluates and makes recommendations as appropriate; offers advice and assistance as needed;
- Analyzes department schedules and workloads; makes adjustments as necessary to ensure optimum productivity and efficiency;
- Provides for adequate staff training and development opportunities;
- Develops and implements departmental policies and procedures;
- Develops and administers assigned budgets; monitors expenditures and prepares related reports; ensures effective and efficient use of budgeted funds, personnel, materials, facilities and time;
- Provides direct assistance to the City Manager and City Council in matters pertaining to areas of responsibility, and regarding various special projects;
- Directs and provides engineering expertise in the planning, design and project management of the construction, renovation and installation of City capital improvement projects, including water, wastewater and utility projects;
- Prepares and maintains the City's five-year capital improvement plan;
- Develops and designs various solutions to engineering problems; seeks alternatives to designs and submits plans to City Manager and City Council for approval;
- Oversees project budget preparation and the development of surveys, scopes of work, estimates, plans and specifications;
- Plans and coordinates system improvements with engineers; reviews and approves construction plans;
- Negotiates and administers construction and renovation contracts;
- Inspects construction work in progress and at completion for compliance with established policies, procedures, regulations, codes, contracts, and standards of quality and safety;
- Oversees the daily operation of plants and wells;
- Plans and executes emergency utility operations and recovery plans as necessary; directs public notification efforts in crisis situations;
- Prepares a variety of studies, reports and related information for decision-making purposes and as required by the City and other government agencies;
- Assists in establishing customer rates;
- Coordinates projects with local, state and federal agencies, as well as other City and county departments, contractors, developers, engineers, land surveyors, architects, attorneys, environmental agencies / special interest groups, and other parties as necessary;
- Represents the department and City at various meetings as required; serves on committees, boards and task forces as appropriate;
- Receives and responds to inquiries, concerns, complaints and requests for assistance regarding areas of responsibility;
- Performs general administrative work as required, including conducting and attending meetings, preparing reports and correspondence, reviewing mail and literature, entering and retrieving computer data, etc.;
- Attends professional conferences, meetings, training, seminars, etc., as necessary to maintain and enhance job knowledge and skills; and
- Performs other related duties as assigned.

**MINIMUM REQUIREMENTS TO PERFORM WORK:**

- Bachelor's degree in engineering or closely related field;
- Ten (10) years of relevant prior experience;
- Valid South Carolina Class "D" Driver's License;
- South Carolina P.E. registration.

**Knowledge, Skills and Abilities:**

- Knowledge of advanced calculus using such factors as limits, real number systems, mean values; algebraic functions including very complex functions; inferential statistics and econometrics;
- Ability to synthesize or integrate analysis of data or information to discover facts or develop knowledge or interpretations; changes policies, procedures or methodologies based on new facts, knowledge or interpretations;
- Ability to negotiate, exchanging ideas, information, and opinions with others to formulate policy and programs or arrive jointly at decisions, conclusions, or solutions;
- Ability to establish policy for the acquisition, installation, testing, operation, maintenance and repair of complex machinery, equipment or systems; includes establishing specifications for the acquisition of major pieces of equipment, rolling stock, machinery and technology systems; establishing budgets for major construction repairs or new construction; determining the allocation of materials, equipment and supplies with respect to major construction projects;
- Ability to perform work involving the application of principles of logical thinking or scientific practice to diagnose or define problems, collect data and solve abstract problems with widespread unit or organizational impact;
- Ability to read professional literature and technical manuals; speaking to groups of employees, other public and private groups; writing manuals and complex reports;
- Ability to perform advanced professional-level work methods and practices in the analysis, coordination or interpretation of work of a professional, engineering, fiscal, managerial or scientific nature and the ability for formulate important recommendations or make technical decisions that have an organization-wide impact. Requires sustained, intense concentration for accurate results and continuous exposure to sustained, unusual pressure; and
- Ability to make decisions, affecting most segments of the organization and the general public; works in a highly dynamic environment; responsible for establishing goals, objectives and policies.

**PHYSICAL DEMANDS:**

The work is considered light in nature and involves walking or standing much of the time and involves exerting up to 20 pounds of force on a recurring basis, or skill, adeptness and speed in the use of fingers, hands or limbs on repetitive operation of mechanical or electronic office or shop machines or tools within moderate tolerances or limits of accuracy. The work requires the following physical abilities to perform the essential job functions: balancing, fingering, hearing, kneeling, lifting, mental acuity, pulling, pushing, reaching, speaking, standing, stooping, talking, visual acuity, and walking.

**WORKING CONDITIONS:**

Work environment may involve exposure to bright/dim light, dusts and pollen, extreme heat and/or cold, wet or humid conditions, extreme noise levels, vibration, fumes and/or noxious odors, traffic, moving machinery, electrical shock, heights, toxic/caustic chemicals; and is safe and secure that may periodically have unpredicted requirements or demands.



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**Job Title:**                    **Customer Care Administrator**

**Department:**              Finance

**Pay Grade:**                 115

**FLSA Status:**             Exempt

### **JOB SUMMARY**

This position coordinates and supervises the Customer Service Division activities and operations; to ensure the provision of professional and courteous customer service at all times, and performs other administrative, supervisory, technical and clerical work as required. The incumbent works within broad policy and organizational guidelines and does independent planning and implementation, reporting progress of major activities through periodic conferences and meetings.

### **ESSENTIAL JOB FUNCTIONS:**

- Coordinates and supervises the customer service functions of the City's Financial Services Department;
- Assists in developing and implementing customer service policies and procedures; recommends changes as appropriate to enhance division effectiveness and efficiency;
- Supervises subordinate customer service staff. Supervisory duties include instructing; assigning, reviewing and planning work of others; maintaining standards; coordinating activities; selecting new employees; acting on employee problems; recommending employee discipline and discharge;
- Reviews the work of subordinates for completeness and accuracy; evaluates and makes recommendations as appropriate; offers training, advice and assistance as needed;
- Develops and administers the division budget; ensures effective and efficient use of budgeted funds, personnel, materials, facilities and time;
- Supervises and participates in the provision of efficient, professional and courteous customer service; assists staff with and resolves difficult customer service problems as needed;
- Evaluates accounts and makes recommendations regarding utility cut-offs, cut-ons

- and bad debt;
- Prepares and distributes customer service reports to individual City departments and divisions as required;
- Supervises the maintenance of accurate and up-to-date department records and files;
- Assists in compiling and maintaining year-end audit information;
- Performs general administrative / clerical work as required, including but not limited to preparing records and correspondence, entering and retrieving computer data, copying and filing documents, sending and receiving faxes, ordering office supplies, answering the telephone, etc.;
- Coordinates division activities and functions with those of other County divisions, departments and outside agencies as appropriate;
- Receives and responds to inquiries, concerns, complaints and requests for assistance regarding areas of responsibility;
- Attends meetings, workshops, conferences, etc., as appropriate to enhance job knowledge and skills; and
- Performs other related duties as assigned.

**MINIMUM REQUIREMENTS TO PERFORM WORK:**

- Associate's degree in business or a closely related field;
- Six (6) years of relevant prior experience;
- Valid South Carolina Class "D" Driver's License.

**Knowledge, Skills and Abilities:**

- Knowledge of addition and subtraction, multiplication and division, and/or calculating ratios, rates and percentages;
- Ability to plan and direct others in the sequence of major activities and reporting on operations and activities which are very broad in scope;
- Ability to supervise or lead others by determining work procedures, assigning duties, maintaining harmonious relations and promoting efficiency;
- Ability to handle or use machines, tools or equipment requiring brief instruction or experience, such as computers for data entry, fax machines, copiers, telephones or similar equipment; may service office machines, including adding paper and changing toner;
- Ability to perform supervisory work involving policy and guidelines, solving both people- and work-related problems;
- Ability to read technical instructions, procedures, manuals and charts to solve practical problems; composing routine reports and specialized reports, forms and business letters with proper format; speaking compound sentences using normal grammar and word form;
- Ability to perform specialized technical or entry-level professional work requiring general understanding of operating policies and procedures and their application to problems not previously encountered; application of specialized technical or professional principles and practices or the use of a wide range of administrative methods in the solution of problems; requires normal attention with short periods of concentration for accurate results and occasional exposure to unusual pressure; and
- Ability to take actions of others, requiring almost constant decisions affecting co-workers, customers or others in the general public; works in a moderately fluid environment with guidelines and rules, but frequent variations from the routine.

**PHYSICAL DEMANDS:**

The work is considered sedentary and involves walking or standing some of the time and involves exerting up to 10 pounds of force on a recurring basis or routine keyboard operations. The work requires the following physical abilities to perform the essential job functions: fingering, hearing, mental acuity, speaking, talking, and visual acuity.

**WORKING CONDITIONS:**

Work environment involves exposure to no known environmental hazards; and is dynamic that requires sensitivity to change and responsiveness to changing goals, priorities and needs.