

CITY OF TONTITOWN, ARKANSAS

POSITION DESCRIPTION 6/16/2026

WATER AND SEWER DEPARTMENT MANAGER

Department: Water and Sewer Department

Classification: Department Head

Reports To: Mayor

FLSA: Exempt

Supervises: Water and Sewer Department employees

Department Mission and Philosophy

The Water and Sewer Department exists to provide safe, reliable, efficient, and regulatorily compliant water distribution and wastewater collection services. The Department protects public health, safeguards public infrastructure, and plans for future utility capacity while operating within adopted budgets and applicable federal, state, and local regulations.

Position Purpose

The Water and Sewer Department Manager serves as the administrative head of the Department and reports directly to the Mayor. The Manager directs utility operations, supervises personnel, oversees maintenance of the municipal water distribution and wastewater collection systems, coordinates capital improvements, administers utility budgets, and serves as the City's primary operational liaison with regulatory agencies, engineers, contractors, and utility customers.

Organizational Authority

The Manager is a department head within the City's mayor-council form of government. Administrative supervision is exercised by the Mayor. Legislative authority remains with the City Council. The Manager implements ordinances, budgets, and policies adopted by the Council and does not independently establish municipal policy. Personnel, purchasing, and contracting actions must remain within authority granted by state law, City ordinance, the adopted budget, and City policy.

Essential Functions and Duties

- Direct daily operation of the water distribution and wastewater collection systems.
- Supervise utility personnel, work scheduling, emergency response, and preventive maintenance.
- Coordinate repairs to mains, valves, hydrants, lift stations, meters, and related infrastructure.
- Monitor regulatory compliance with Arkansas Department of Health, Arkansas Department of Energy and Environment, and other agencies.
- Coordinate utility extensions and development reviews with the Planning Director and City

Engineer.

- Maintain utility asset inventories and replacement schedules.
- Oversee contractor work and utility inspections.
- Prepare reports required by regulatory agencies and City administration.
- Coordinate emergency utility outages and restoration.

Budget Administration

Prepare the annual operating and capital utility budgets; develop equipment replacement plans; monitor expenditures against appropriations; present utility needs during annual budget deliberations; and recommend user-fee, capital, and infrastructure funding needs for consideration when requested by the Mayor or City Council.

Personnel Administration

Participate in Recruiting, and selection; train, supervise, evaluate, and develop Department employees. Promote workplace safety, continuing education, licensing, succession planning, and professional customer service.

Interdepartmental Relationships

Coordinate with:

- Public Works Director regarding street cuts, pavement restoration, drainage conflicts, and capital projects.
- Planning Director regarding development review and utility availability.
- City Engineer regarding design standards, capital improvements, and technical reviews.
- Human Resources Director on personnel administration.
- Information Technology Coordinator regarding SCADA, communications, GIS, cybersecurity, and utility software.
- Director of Parks, Museum, and Grants when utility work affects parks or grant-funded projects.

Relationship to Governing Bodies

The Manager reports administratively to the Mayor, provides technical information and budget recommendations to the City Council, and implements adopted ordinances and utility policies.

Specific Limitations of Authority

The Manager shall not:

- Exercise legislative authority.
- Execute or amend contracts, contracts, change orders or other instruments that bind the City except within expressly delegated authority.
- Commit City funds beyond adopted purchasing authority.
- Supervise unrelated departments unless authorized by ordinance.
- Perform professional engineering services unless separately licensed.
- Waive regulatory requirements imposed by law.

Minimum Qualifications

Bachelor's degree in engineering technology, public administration, utility management, construction management, or related field preferred.

Progressively responsible municipal utility experience.
Supervisory experience preferred.
Appropriate Arkansas operator licenses or ability to obtain as required.
Valid Arkansas driver's license.

Knowledge, Skills and Abilities

Knowledge of municipal utility operations, distribution systems, wastewater collection systems, budgeting, regulatory compliance, emergency response, personnel supervision, public purchasing, and customer service. Ability to lead employees, coordinate projects, communicate effectively, and make sound operational decisions.

Measures of Success / Key Performance Indicators (KPIs)

- Regulatory compliance record.
- Water loss reduction.
- Utility outage response time.
- Preventive maintenance completion.
- Budget performance.
- Customer service response time.
- Capital project completion.
- Employee safety performance.
- Asset management and replacement planning.

Performance Expectations

Demonstrate integrity, professionalism, fiscal responsibility, operational excellence, regulatory compliance, responsive customer service, and effective coordination with other City departments while protecting public health and utility infrastructure.

Disclaimer

This position description describes the general nature and level of work expected of the Water and Sewer Department Manager. It is not intended to list every duty and may be revised by the City consistent with applicable law and City ordinance. The City may assign other duties and may revise this description consistent with applicable law, City ordinance, and City policy. This description does not create a contract of employment or alter the employment relationship established by law.