

**CHARLES TOWN UTILITY BOARD**  
**POSITION TITLE: WATER AND WASTEWATER UTILITY GENERAL MANAGER**  
**AS OF FEBRUARY 18, 2026**

**POSITION DESCRIPTION**

The Water and Wastewater Utility General Manager (“Utility General Manager”) directly reports to the Charles Town Utility Board of Directors (“Board of Directors”), who are responsible for all policies related to the governance, oversight and operations of the region’s water and wastewater utility system. The Utility General Manager is responsible for the supervision, management, control, and operations of the system and routinely performs a variety of skilled, technical, supervisory, and administrative work. This work is expected to produce: (1) safe, adequate, and reliable water and sewer service in the region, (2) ongoing regulatory-compliance for the publicly-owned utility; (3) effective communications with citizens, public agencies, and private vendors; and (4) operational, financial, and environmental water and wastewater services that are always conducted in an excellent and ethical manner.

**ESSENTIAL DUTIES AND RESPONSIBILITIES**

Essential job duties and functions include all duties of the “CTUB Manager” as set forth in the Charles Town Utility Board enabling ordinance at 147.01, 147.05, and 147.07 and the following tasks, knowledge, skills and other roles. The duties listed below are intended as a description of the work that may be performed. The omission of specific duties does not exclude them from the position if the work is similar, related, or a logical assignment of the position.

- Ensures that the Board of Directors is provided accurate, timely information to facilitate appropriate decision making of policy and procedure and that meeting agendas are prepared accurately and according to current policies and statutory codes.
- Develops policies and procedures for safe, efficient, and cost-effective operations.
- Seeks policy and procedural approval and guidance from the Board of Directors on matters related to governance and operations of the system. Attends Board of Directors’ meetings and other official public meetings as needed.
- Administers policies and programs to achieve utility’s objectives and coordinates functions between departments to maintain operating efficiency.
- Establishes facility plans, prepares operating and capital budgets, and forecasts short term and future utility needs, sets priorities, and resolves conflicts pertaining to the activities of the utility. Identifies, evaluates, and plans for short and long-range needs and goals.
- Responsible for the operation and maintenance of the water distribution system, the wastewater collection system, treatment plants, pumping stations and lift stations to control flow and processing of water and wastewater, sludge, and effluent in order to meet state permit, NPDES, or other local, state or federal regulations.
- Plans, schedules and implements construction, maintenance, and operation activities designed to provide quality water and sewerage conveyance, distribution, and treatment service throughout the entire service area; oversees construction and maintenance work to determine acceptability and conformance to standards.

- Manages the control and use of, and assumes responsibility for requisitions of all materials, supplies, and equipment used in the maintenance, construction, and repair of the water distribution system and wastewater treatment facilities.
- Gathers results on inspection of water mains, laterals, hydrants, service lines, meter installations, sewer collection lines and pumping equipment for compliance with utility and regulatory requirements.
- Oversees the analysis of water, wastewater and effluent samples to provide data for the compliant and efficient operation of the water and wastewater treatment plants. Is advised and assists in the resolution of quality test result issues and problems as may arise.
- Responds to complaints regarding water system failures, leaks, or other water problems as well as sewer collection issues. Resolves liability issues between utility and property owners and communicates findings to both property owner and appropriate utility crew. Interfaces with customer and applicable oversight state and/or federal agencies with responses and follow-up.
- Assists in the resolution of billing questions, connection fees or charges.
- Confers with consultants, contract engineers, and other individuals regarding treatment plant and transmission infrastructure planning, design, expansions, and changes according to current procedures; confers results with the utility staff regarding the effectiveness of plant and equipment operations.
- Provides performance-based monitoring of work done by firms contracted to the utility.
- Complete ongoing projects within schedule and budget so the utility receives the benefit of the investment through a financial return and reliable service.
- Directs personnel activities, approves personnel actions and administers personnel policies, ensuring equitable administration of wages and salaries, employee benefit plans, and performance evaluations. Responsible for conducting and scheduling employee evaluations. Briefs Board of Directors on key utility hiring and terminations. Recommends personnel policy changes to the City Manager.
- Examines and approves all contracts, within approved levels set by the Board of Directors, and other documents by which the utility may incur financial or legal obligations, having previously ascertained that moneys have been appropriated and shall be available when the obligations become due and payable.
- Oversees utility response to emergencies as reported from Jefferson County Emergency Headquarters.
- Administers all bonding transactions. Works with the Board of Directors, Charles Town City Council, bond counsel, and applicable federal and state agencies in planning, processing, and administering projects and respective funding.
- Supports all audits conducted by the Public Service Commission of West Virginia, Internal Revenue Service, or other agency examining the books and records of the utility. Ensures that audits are conducted in accordance with federal and state law and applicable ordinances.
- Provides information to various civic, educational, and public groups and individuals regarding utility policies, procedures, and services. Reviews and provides the Board of Directors briefing of utility announcements and informational releases.
- Develops and maintains good working relations with the general public, state and federal officials, other municipal officials, and contractors.
- Represents the utility in all matters before the West Virginia Public Service Commission, the West Virginia Department of Environmental Protection, and the West Virginia Bureau for Public Health Environmental.

- Maintains a working knowledge of all active NPDES Permits, Sewer Service Agreements, Diversion Agreements and relevant regulatory orders. Supports utility related testimony.
- Maintains a record all official files, data, and information pertaining to utility personnel, activities, and facilities.
- Promotes an image of professionalism and provides courteous service as an employee of the utility acting in the best interests of utility system, utility customers, and the utility bond holder, the City of Charles Town.

## **KNOWLEDGE, SKILLS, AND ABILITIES**

- Thorough knowledge of equipment, facilities, materials, methods, principles, and procedures used in water distribution, wastewater collection and treatment systems.
- Understanding of best practices and current trends in the operation and maintenance of a water and wastewater treatment and transmission industry.
- Proficient working knowledge of computers and generally available software programs.
- Ability to read and understand basic GIS maps and general system engineering summaries.
- Ability to manage and oversee all aspects of a water and wastewater utility system through the efficient use of labor and materials.
- Ability to plan, organize, staff, control, and evaluate the activities of various water and wastewater utility operations, personnel, and related groups.
- Knowledge of water and sewer pipe installation, connection and repair, as well as knowledge of water and wastewater treatment plant operations and maintenance.
- Ability to understand specific chemical, mathematical, and biological analysis.
- Ability to understand and act on oral and/or written instructions, do technical research, write clear and concise reports and deliver effective presentations.
- Knowledge of occupational hazards and safety precautions and work standards.
- Knowledge of public finance administration and budget process, including financing sources and programs available through state and federal agencies related to public utility systems.
- Ability to evaluate and diagnose problem areas and make corrective action decisions based on available information.
- Ability to establish successful working transparent relationships with elected and appointed officials and the general public, as well as supervise independently and in a team environment.
- Willingness to routinely update knowledge base by taking available training courses and seminars provided by local, state, and federal agencies.

## **WORK ENVIRONMENT**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Work is performed mostly in office settings and employee is regularly required to sit, stand, walk, talk, hear, or reach with hands and arms.
- Occasional work in the field is required to inspect and monitor water and wastewater projects.

- Routine use of hands to handle, feel, or operate objects (i.e. phone, computer, etc.), tools, or controls.
- Possible long hours under adverse weather conditions as needed and during emergencies.
- Possible exposure to hazardous or toxic materials, fumes or airborne particles including solid, liquid, and gaseous forms of domestic and industrial waste streams.
- Occasional moderate to high noise level may be experienced.
- Occasional tasks involve field work to review excavation work areas that may be near high traffic roadways, electrical equipment, and/or structures that may produce vibration.
- Occasional lifting and/or moving of up to 25 pounds.

All employees are expected, as a condition of employment, to adopt the concept that the safe way to perform a task is the most efficient and the only acceptable way to perform it. Safety adherence of performance will be considered an important measure of employee performance evaluation.

## **QUALIFICATIONS**

- Four (4)-year college degree from an accredited university in environmental science, public health, public administration or management, engineering or closely related field desired, Public Engineer or Master's degree preferred.
- Five (5) years of experience working directly in the field of water treatment, water distribution, wastewater collection, and/or wastewater treatment preferred. Equivalent experience working in a related utility field may be considered.
- Three (3) years of applicable management or advanced supervisory experience preferred.
- A Wastewater or Water Operator License preferred.
- Experience working with federal, state, and/or local regulatory agencies on environmental, water treatment, water distribution, wastewater collection, wastewater treatment, or closely related utility matters preferred.
- Ongoing employment will require possession of a valid driver's license.

This position description is not meant to be unduly restrictive nor comprehensive. It may not include all the duties that are required of the position. Duties are subject to change as operational needs justify.