



NEWTOWN TOWNSHIP

Delaware County

MUNICIPAL AUTHORITY DIRECTOR OF OPERATIONS

Reports to: Operations Manager & Municipal Authority Department: Municipal Authority

Classification: Exempt **Salary:** \$80,000 - \$90,000

Application Process

The position will remain open until it is filled. Qualified candidates may submit a cover letter and resume on Indeed.

This link will take an applicant to the job application directly on the Township website
<https://www.newtowntownship.org/formcenter/job-application--generic-13/newtown-township-job-application-73>

PURPOSE

Assist the Municipal Authority Operations Manager with overseeing the day to day actions and tasks of the operations and administration of the Authority operations related to the sewer system of the Township

EDUCATION LEVEL

High School graduate. Bachelor degree from an accredited college is desired. Minimum of 3 years' experience in local government or comparable environment.

SALARY: \$70,000 - \$80,000

KNOWLEDGE AND EXPERIENCE

- Possess a basic, working understanding office management policies and procedures.
- Comprehension and utilization of document and spreadsheet software in completing assignments.

- Experience in providing excellent customer service and support in person, on the phone and in written correspondence.
- Knowledge of best practices in organization and work flow.
- File retention and maintenance of letters, contracts, minutes, and other documents.

BASIC SKILLS

- Tasks oriented.
- Ability to use mathematics to solve problems.
- Ability to adapt to and utilize various software programs to complete projects.
- Comprehension and logical thinking.
- Time management and effective resource scheduling.
- Ability to work under time constraints to complete projects.
- Ability to work alone for periods of time.
- Ability to supervise and lead others.
- Ability to think critically and solve problems.
- Possess discretion when processing information.

REQUIREMENTS

- Stationary sitting for long periods of time and repetitive movement.
- Effective communication skills requiring face-to-face, phone, e-mail discussions and written letters with individual, residents, and teams.
- Strong customer service skills.
- Computer utilization involving spreadsheets, work documents, electronic mail, databases, and presentation software.
- Effective problem solving and decision-making skills.
- Effective leadership of employees, third party contractors and Board members.
- Position requires exactness, accuracy, and meeting deadlines.

TASKS

- Responsible for Board agendas, minutes, and resolutions.
- Assist Board Chair with creation of agendas, minutes, resolutions.
- Responsible for Budget creation and presentations.
- Update/monitor the Municipal Authority page on the Newtown Township website and Create and submit any newsletter publications to the Township.
- Process all Authority open records requests.
- Serve as the responsible party to properly maintain all plans, deeds, agreements with the Authority.
- Managing the filing of documents electronic and hard copy.
- Provide excellent customer service to guest, residents, contractors and others.
- Create and submit advertisement to the local paper as required.
- Process all invoices for payment; including but not limited to coding to the proper budget account, entering requisitions, and the tasks.
- Supervise the work of the Utility Billing Clerk.

- Oversee and or process all accounts receivables.
- Oversee the bad debt collections, currently provided by a third-party provider.
- Insure the Authority has as a comprehensive Capital Plan for all assets of the Authority.
- Assist with maintaining the account records for the Authority.
- Responsible for the monthly reporting of the finances of the Authority.
- Responsible for creating the Budget for the Authority at the direction of the Operations Manager and Authority Board.
- Track any payments and usage of borrowed funds of the Authority.
- Coordination of system maintenance including but not limited to preventative maintenance, inflow and infiltration of lines and pump stations.
- Oversight of third-party vendor operating Pump Station and Line maintenance.
- Knowledge of “hot spots” frequent concerns of the system and making sure the Authority stays apprised of on-going issues.
- Assure all DEP reporting and permits are completed and filed timely.
- Oversee the ongoing duties of any third-party professional services provider.
- Perform other duties as assigned.

General Information

The above statements are intended to describe the general nature of work being performed by individual(s) assigned to this position. They are not intended to be an exhaustive list of all duties, responsibilities, and skills required of the individual(s) so classified.

The incumbent must be able to work in a fast-paced environment with demonstrated ability to juggle and prioritize multiple, competing tasks and demands, and to seek supervisory assistance as appropriate.

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