

**NORTH FLORIDA WATER UTILITY AUTHORITY  
JOB DESCRIPTION  
EXECUTIVE DIRECTOR**

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DEPARTMENT: Administration  
REPORTING TO: Board of Directors  
FLSA STATUS: Exempt

JOB TITLE: Executive Director  
DATE PREPARED: July 2024

**JOB SUMMARY:**

The Executive Director manages and directs the entire operation of the North Florida Water Utility Authority (NFWUA). The Executive Director's responsibilities include organizational and financial performance, regulatory compliance, customer service, stakeholder engagement as well as the planning, design and implementation of capital projects. The Executive Director reports to the five-member Board of Directors. The Executive Director leads the organization in setting the vision and mission of the NFWUA.

**ESSENTIAL DUTIES AND RESPONSIBILITIES:**

The following duties are illustrative and not exhaustive. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position. Depending on the assigned area of responsibility, incumbents in the position may perform some or all the activities described below:

- Direct the business and overall activities of NFWUA by ensuring recruitment and retention of staff. Monitor work results, train, develop and manage performance of direct staff. Fill approved and open positions when required.
- Provide strategic leadership for the organization by developing and implementing a strategic vision that outlines the long-term goals of the NFWUA.
- Establish and implement policies, procedures, protocols and controls for safe, efficient, and effective office field operations, delivering of safe and reliable potable water, wastewater, and reclaimed water services; and protection of NFWUA assets.
- Develop and guide proposed strategic and long-term plans and budgets.
- Ensure NFWUA's plants, facilities and operational assets are operated in compliance with NFWUA permits and/or consent orders, ordinances, regulations, and policies from federal, state, and local jurisdictional agencies.
- Lead the organization in the preparation and quality control of all Authority Board of Directors and committee meetings, HR topics, legal topics and customer relations issues.
- Remain current and engaged on public policy, regulatory, legislative and local ordinance topics and issues that may impact or affect NFWUA.
- Enhance and maintain relationships with key constituents across the state and the region, including elected officials, industry leaders, suppliers, environmental groups, and customers.
- Lead public policy and public affairs activity and serve as primary spokesperson for the agency locally, regionally, and nationally.
- Engage with stakeholders. Prepare and submit public stakeholder reports.
- Lead planning of expansion of utility systems and services.
- Provide standard operational reports of productivity, efficiency, and regulatory compliance.
- Perform annual review of insurance policies, budgets, and capital improvement program.

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- Perform other duties, as necessary for the success of utility operations, regulatory compliance, and protecting the health and safety of staff and the general public.

**MINIMUM QUALIFICATIONS:**

Graduate of an accredited four (4) year college or university with a bachelor's degree in public administration, engineering, environmental sciences, or a related discipline. Must have ten (10) years of management experience directly related to water resource management and/or public water supply. Minimum five (5) years of experience in administration of a utility system or Department or agency. Must possess a valid driver's license and be able to secure a valid Florida driver's license at the time of employment. Water/Wastewater licensure or certification is preferred.

**KNOWLEDGE/SKILLS/ABILITIES:**

- Job Specific KSA's – Knowledge of utility industry, supply chain logistics, warehouse management, scheduling and engineering principles. Ability to understand and evaluate financial statement, complex technical concepts and computations, complex processes, mathematics and statistics, prepare spreadsheets and mathematical models for forecasting and statistical evaluation and to effectively communicate these subjects to variety of stakeholders.
- Leadership- Demonstrated success as a driven hands-on leader. Expertise in selecting, training, developing, coaching, mentoring and retaining a highly motivated workforce. Strong decision-making skills.
- Customer Service- Provide high level of service to employees. Respond promptly and accurately to internal and external requests for information.
- Team Orientation and Interpersonal – Develop and maintain collaborative relationships with all levels of the organization; collaborate and work with individuals containing a variety of knowledge levels and expertise. Work productively on a team and independently.
- Communication – Effective verbal and written communication. Prepare letters and memorandums to a multitude of audiences. Able to use correct language and grammar in a professional, diplomatic, and tactful manner. Public speaking and presentation skills.
- Organization and Time Management – Work independently, prioritize, and organize work, meetings, and project in order to meet deadlines. Prepare presentations and handle multiple priorities.
- Analytical Problem-Solving and Decision-Making – Analytical and creative problem-solving and decision-making. Research, analyze, understand risk, identify viable options, draw sound conclusions, present findings, make recommendations considering overall risk and short-term and long-term impact.
- Systems and Software – Proficiency in standard budgeting, financial management and utility billing software is preferred.