City of La Crosse
Classification Specifications

Employee: 
Department: Utilities Office
Position Title: Utilities Manager 
FLSA: Exempt
Reports To: Mayor and Board of Public Works

Purpose of Classification

The purpose of this position is to plan, organize, oversee and manage all aspects of the Water Utility, Sanitary Sewer Utility and Storm Water Utility, including: sewer collection and wastewater treatment; water system supply, storage and distribution; permit and regulatory compliance; contract administration; customer billing; customer service; maintenance of systems; budget preparation and oversight; planning and capital improvements. The incumbent exercises significant latitude to make independent decisions and commit City resources. Work is performed under the direction of the Mayor and the Board of Public Works.

Essential Duties and Responsibilities
The following duties are normal for this classification. These are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned.

Plans, organizes and reviews the work of utility employees. Prioritizes projects, allocates personnel and evaluates work. Interviews, hires, transfers, promotes, disciplines and discharges employees.

Provides direct supervision of Superintendent of Water, Utilities Accounting and Customer Service Supervisor, and Superintendent of Wastewater.

Oversees administration of the Storm Water Utility.

Participates in City Emergency Operations procedures; directs Utilities resources as part of the City ICS procedures.

Approves water, sanitary sewer and storm water utility billing, collection and accounting procedures.

Monitors, manages and participates in negotiations related to sewer and water service contracts with surrounding communities, sanitary districts, etc.

Oversees utilities’ budgets. Monitors expense and revenue status of water, sanitary sewer and storm water utilities and reports information to Common Council; makes recommendations related to necessary rate changes.


Develops rules, regulations and administrative policies related to City utilities to comply with applicable Wisconsin Public Service Commission, Wisconsin Department of Natural Resources, and other applicable regulatory standards.

Directs development of utilities’ operating and capital improvement budgets and presents & explains details of budgets to oversight committees.

Receives and resolves technical, administrative, billing and other customer-related problems and concerns.

Assists with coordination of Utilities’ functions with other public works activities.
Develops Requests for Proposals, quotations and qualifications for contracts for utility and other public works-related work/projects.

Develops and updates Request for Quotations for contracted mowing work for utility and other City properties. Coordinates pre- quotation meeting with contractors; compiles quotations and provides report and recommendations to Board of Public Works; responds to follow-up questions and coordinates with contractor(s) regarding mowing questions/issues and changes to scope of mowing work.

Reviews technical engineering proposals from consultants to ensure compliance with requests for proposals, participates on consultant selection interview panels, and makes decisions on hiring of consultants to provide project services.

Reviews engineering plans, specifications, and technical engineering reports and analyses in the area of water and wastewater systems to ensure that proposed system improvements meet the needs of the City of La Crosse and are compatible with existing systems and facilities.

Communicates and presents utilities’ status and issues for Board of Public Works consideration, input, approval and direction.

Participates in review of technical designs for water, wastewater, sanitary and storm sewer projects.

Provides input to City’s Design Review Committee regarding water, sanitary and storm sewer issues associated with private development or re-development.

Assists with oversight of the Water Utility’s cross connection control program.

Works with engineering, inspection, legal, local, state & federal agencies and others regarding Water, Sanitary Sewer and Storm Water Utility regulatory and administrative policies.

Responds to reported illicit discharges to storm sewer system; issues Illicit Discharge letters and follows-up with the responsible individual, property owner and business.

Coordinates activities and directs resources to comply with conditions of MS4 permit.

Responds to after-hours and weekend alarm calls from Utilities SCADA systems and other conditions related to water, wastewater and storm systems.

Maintains confidentiality of proprietary information and employee personnel and medical information.

**Additional Tasks and Responsibilities**

While the following tasks are necessary for the work of the unit, they are not an essential part of the purpose of this classification and may also be performed by other unit members.

May participate in water & wastewater organizations such as Wisconsin Water Association, Wisconsin Rural Water, Association, Wisconsin Wastewater Operators Association, and others.

Participates in City’s Operation Safety Committee and sub-committee(s). Analyzes and certifies trench boxes constructed by utility staff.

Participates on the City’s accident review committee.

Participates on the planning committee for the City’s bi-annual Safety Seminar.

Reviews and evaluates water and sewer use patterns in response to customer inquiries.

Recommends water conservation practices to customers.

Maintains system records that require technical knowledge.
Discusses construction projects and plans with engineers and contractors.

May assist with supervision of annual night flushing.

Furnishes utility information to other city departments as requested.

**Minimum Training and Experience Required to Perform Essential Job Functions**

Bachelor’s degree in Civil Engineering, with five (5) years municipal water and/or wastewater utility management and operational experience, plus five (5) years civil engineering experience in water and wastewater system design/construction experience, or any combination of education and experience that provides equivalent knowledge, skills and abilities. Valid motor vehicle operator’s license required.

Registered as a professional engineer in Wisconsin within 6 months of hire. Certified Wisconsin Wastewater and Municipal Water Supply Operator licenses required. Must be proficient in computer software including spreadsheets and databases. Direct experience with remote telemetry systems including SCADA in both water and wastewater applications required.

**Physical and Mental Abilities Required to Perform Essential Job Functions**

**Language Ability and Interpersonal Communication**

Ability to decide the time, place and sequence of operations within an organizational framework, and to oversee their execution. Ability to analyze and categorize data and information using established criteria, to determine consequences and identify and select alternatives.

Ability to manage and direct a group of workers, including the ability to provide counseling and mediation. Ability to persuade, convince and train others. Ability to advise and interpret regarding the application of policies, procedures and standards to specific situations.

Ability to utilize a variety of advisory and design data and information such as engineering studies, project plans, architectural drawings, specifications, contracts, budgets, capital project plans, annual report, water use reports, EPA regulations, maps, ordinances, employee handbook, non-routine correspondence, meeting agendas, accounting methods, engineering manuals and educational curricula.

Ability to communicate orally and in writing with Mayor, Common Council, Board of Public Works, city department heads, state officials, engineers, contractors, attorneys, regulatory agency personnel and the general public.

**Mathematical Ability**

Ability to apply algebraic and trigonometric formulas. Ability to interpret inferential statistical reports and/or formulation and equation data.

**Judgment and Situational Reasoning Ability**

Ability to use functional reasoning in performing influence functions such as supervising, managing, leading, teaching, directing and controlling.

Ability to exercise the judgment, decisiveness and creativity required in situations involving the direction, control and planning of an entire program or multiple programs.

**Physical Requirements**

Ability to operate, maneuver and/or steer equipment and machinery requiring simple but continuous adjustments such as motor vehicle, drafting instruments, computer terminal, calculator and telephone.

Ability to coordinate eyes, hands, feet and limbs in performing movements requiring moderate skill, such as typing.
Ability to exert light physical effort in sedentary to light work, but which may involve some lifting, carrying, pushing and pulling.

Ability to recognize and identify similarities or differences between characteristics of colors associated with job-related objects, materials and tasks. Ability to sustain prolonged visual concentration.

Environmental Adaptability

Ability to work under safe and comfortable conditions where exposure to environmental factors such as variations or extremes in temperature, toxic agents and/or electrical currents is minimal and poses a very limited risk of injury.

The City of La Crosse is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the City will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.