

Position Title: WATER SUPERINTENDENT

Reports To: General Manager

Direct Reports:

- Water Treatment ORC
- Raw Water & Distribution Manager

Position Summary

The Water Superintendent serves as the organizational leader and integrator of Donala's water utility functions, ensuring all activities affecting the water system operate in alignment with organizational priorities, financial objectives, regulatory requirements, and customer service expectations.

This position is responsible for coordinating and aligning the efforts of the utility's technical experts, managers, and stakeholders to ensure safe, reliable, compliant, and efficient water service. Success in this role is achieved not through personal technical expertise in every discipline, but through effective leadership, communication, facilitation, accountability, and organizational alignment.

The Water Superintendent serves as the primary bridge between water operations, wastewater operations, infrastructure projects, finance, customer service, maintenance, asset management, water rights administration, emergency response activities, and executive leadership.

A critical expectation of this role is to establish a culture of predictable operations, proactive planning, transparent decision-making, and disciplined communication throughout the organization.

Core Leadership Competencies

1. Organizational Leadership & Alignment

The organization operates as one coordinated utility rather than independent contributors or departments.

- Lead through people, systems, and accountability rather than direct technical control.
- Align the work of multiple departments toward shared utility objectives.
- Coordinate activities across water treatment, distribution, maintenance, wastewater coordination, infrastructure projects, customer service, and administration.
- Remove barriers that prevent teams from succeeding.
- Ensure organizational priorities are clearly understood and consistently executed.
- Foster collaboration and shared ownership across departments.
- Build strong leaders within the organization and develop succession capability.

2. Communication Excellence

The Water Superintendent is expected to be the organization's most consistent, transparent, and effective operational communicator. Leadership and staff consistently understand priorities, status, risks, responsibilities, and next steps. Communication is in two major categories (Executive Leadership Communication and Organizational Communication)

Executive Leadership Communication

Maintain regular, structured communication with:

- General Manager
- CFO / Deputy General Manager
- Wastewater Superintendent
- Infrastructure Projects Manager

Communication should be:

- Frequent
- Proactive
- Predictable
- Solutions-oriented
- Fact-based
- Transparent regarding risks, challenges, and opportunities

Organizational Communication

- Communicate priorities, decisions, risks, and expectations clearly.
- Ensure information flows effectively between departments.
- Eliminate organizational surprises whenever possible.
- Facilitate routine coordination meetings.
- Provide timely updates on operational performance, emerging risks, capital projects, regulatory matters, and customer impacts.
- Translate technical issues into business impacts and operational priorities.

Communication Cadence

The Superintendent shall establish and maintain:

- Task prioritization and activity coordination meetings
- Weekly coordination meetings with Wastewater and Infrastructure Projects leadership
- Monthly operational review meetings
- Monthly staff communication and safety meetings
- Predictable executive reporting to the General Manager and CFO
- Immediate escalation of significant operational, financial, regulatory, or customer-service risks

3. Facilitation & Cross-Functional Integration

The Superintendent serves as the primary integrator of utility activities. Work is coordinated, sequenced appropriately, and aligned across departments.

Key areas of coordination include:

- Water operations
- Wastewater operations
- Infrastructure projects
- Asset management
- Maintenance
- Capital improvement planning
- Customer service
- Water rights administration
- Regulatory compliance
- Emergency management
- Stakeholder interconnect coordination

Responsibilities include:

- Facilitating collaboration among subject matter experts.
- Identifying operational conflicts before they become organizational problems.
- Aligning resources and priorities across departments.
- Ensuring decisions consider operational, financial, customer, and regulatory impacts.
- Promoting enterprise-wide thinking and decision-making.

4. Accountability & Delegation

Managers demonstrate ownership, initiative, and accountability within their areas.

- Clearly define responsibilities and expected outcomes.
- Delegate authority to qualified managers and technical experts.
- Hold individuals accountable for results.
- Avoid micromanagement while maintaining visibility into performance.
- Support managers in solving problems instead of solving all problems personally.
- Reinforce ownership at the appropriate organizational level.

5. Operational Discipline & Transparency

Operations become increasingly predictable, measurable, and proactive.

- Establish systematic planning, tracking, and reporting processes.
- Ensure commitments are documented and followed through.
- Promote visible performance metrics and accountability.
- Drive organizational consistency through schedules, procedures, and reporting.
- Ensure operational decisions are documented and accessible.
- Foster a culture where transparency is valued over perfection.

Key Responsibilities

1. Utility Operations Leadership

Provide strategic leadership and coordination of all activities impacting the water utility, including:

- Water treatment
- Distribution operations
- Raw water management
- Maintenance
- Asset management

- Capital planning
- Customer service coordination
- Water rights activities
- Emergency response
- Stakeholder interconnects

Ensure all functional areas operate in support of common organizational objectives.

2. Executive Coordination & Leadership Team Alignment

Serve as the primary operational coordination point between:

- General Manager
- CFO / Deputy General Manager
- Wastewater Superintendent
- Infrastructure Projects Manager
- Water Operations Leadership Team

Ensure major operational decisions incorporate:

- Financial impacts
- Operational impacts
- Regulatory impacts
- Customer impacts
- Project impacts
- Long-term asset impacts

3. Regulatory Compliance & Water Quality

Maintain organizational accountability for compliance with all applicable regulations.

Work through the ORC and operational experts to ensure:

- Regulatory compliance
- Inspection readiness
- Reporting accuracy
- Corrective action implementation
- Regulatory risk management

The Superintendent is responsible for ensuring compliance occurs, not personally performing all compliance activities.

4. Asset Management & System Transparency

Lead implementation of a GIS-centered asset management program that serves as the organization's primary decision-support platform.

Ensure asset data supports:

- Maintenance planning

- Capital planning
- Risk management
- Budget development
- Operational decision making

Promote enterprise-wide transparency and visibility of infrastructure condition, performance, and risk.

5. Maintenance & Reliability Leadership

Coordinate with maintenance leadership to establish a proactive maintenance strategy.

Focus on:

- Planning
- Prioritization
- Resource alignment
- Performance measurement
- Reliability improvement

Ensure maintenance activities support organizational priorities and long-term system reliability.

6. Staff Development & Organizational Culture

Develop a culture characterized by:

- Accountability
- Collaboration
- Professionalism
- Initiative
- Communication
- Continuous improvement

Coach managers and supervisors to become effective leaders within their areas of responsibility.

7. Budgeting, Capital Planning & Financial Alignment

Partner closely with the CFO/Deputy General Manager to:

- Develop operating budgets
- Develop capital budgets
- Prioritize capital investments
- Evaluate operational risks
- Balance service, reliability, and financial sustainability

Ensure operational planning and financial planning remain aligned.

8. Emergency Management & Organizational Resilience

Lead coordination of utility-wide emergency preparedness and response efforts.

Ensure effective collaboration among:

- Water operations
- Wastewater operations
- Maintenance
- Customer service
- Executive leadership
- External agencies

Maintain readiness through planning, training, documentation, and exercises.

9. Water Rights & Source Water Coordination

Ensure effective administration and coordination of:

- Water rights compliance
- Reporting requirements
- Source water protection planning
- Regulatory coordination
- Stakeholder communication

Coordinate technical experts and external stakeholders to protect long-term water availability and compliance.

10. Stakeholder & Interagency Relationships

Maintain productive working relationships with:

- Regulatory agencies
- Adjacent utilities
- Wholesale partners
- Water rights stakeholders
- Local governments
- Community partners

Represent the utility professionally and collaboratively.

Closing Role Expectation

The Water Superintendent is expected to serve as Donala's primary operational leader, coordinator, and communicator. Success is demonstrated when:

- Departments operate in alignment rather than in silos.
- Communication is proactive, transparent, and predictable.
- Managers are empowered and accountable.
- Capital projects, operations, maintenance, and finance are coordinated.

- Risks are identified early and communicated clearly.
- Stakeholders understand priorities and expectations.
- The organization consistently delivers safe, reliable, compliant service to its customers.

The Water Superintendent is not expected to be the foremost technical expert in every area of utility operations. Rather, this individual is expected to build alignment, develop leaders, facilitate collaboration, and ensure the collective expertise of the organization is effectively leveraged to achieve utility objectives. *This role succeeds by aligning all of the District's resources in a multiplicative way.*

Salary Range

\$120,000 - \$160,000 annually, depending on qualifications, certifications, leadership experience, and demonstrated success leading complex utility operations.

The District recognizes that this role extends far beyond traditional water operations management. The Water Superintendent serves as a key member of the District's leadership team with responsibility for aligning operational, financial, regulatory, infrastructure, and customer service priorities across the organization.

Additional compensation may be considered for candidates who bring significant experience in:

- Utility executive leadership
- Asset management and GIS-based infrastructure management
- Capital improvement planning and execution
- Water rights administration
- Organizational leadership and change management
- Regulatory compliance management
- Emergency management and utility resiliency
- Leadership of multi-disciplinary utility teams

Total Rewards Package

Retirement Benefits

- District-paid contributions toward a qualified retirement plan
- Optional employee contributions through available retirement savings programs
- Long-term retirement security through public-sector employment

Health & Wellness Benefits

- District-paid contributions toward medical, dental, and vision insurance
- Employee Assistance Program (EAP)
- Wellness and preventive healthcare support programs

Paid Time Off

- Competitive paid time off program
- Paid holidays
- Sick leave
- Administrative leave as applicable
- Flexible scheduling opportunities consistent with operational requirements

Professional Development

- District-paid professional memberships
- Leadership development opportunities
- Continuing education and utility management training
- Certification and license renewal support
- Conference attendance and industry networking opportunities

Work-Life Balance

- Stable public utility employment
- Professional autonomy and leadership responsibility
- Collaborative executive leadership environment
- Opportunity to make a meaningful impact on the community's essential infrastructure

Why Join Donala Water & Sanitation District

- Lead an organization committed to operational excellence and long-term sustainability.
- Shape the future of water utility management through asset-based decision making and cross-functional collaboration.
- Work alongside a highly engaged leadership team.
- Influence capital planning, infrastructure strategy, emergency preparedness, and utility performance.
- Develop leaders and strengthen organizational capability across multiple disciplines.
- Make a direct and lasting impact on the reliability, resilience, and future of a critical community resource.

Application Deadline and Submission Instructions

All applications and resumes must be submitted by August 22, 2026. Please send your application materials to christinah@donalawater.gov. Only complete applications received by the deadline will be considered for this position.