

# MUNICIPAL SERVICES COMMISSION

CITY OF NEW CASTLE, DELAWARE 19720-0208  
P.O. BOX 208

[www.newcastlemsc.com](http://www.newcastlemsc.com)

Office: 302-323-2330 Plant: 302-323-2333 Fax: 302-323-2337

## **Job Description General Manager**

**FLSA STATUS:** Exempt

**UNION STATUS:** Non-Union

### **GENERAL SUMMARY:**

Under the general direction of the Commissioners, is responsible for the overall management of the Commission operations and administration. The Commission encompasses the distribution of electricity and water along with the customer service, billing, human resources, administrative and accounting departments.

### **ESSENTIAL FUNCTIONS:**

Functions may include however are not limited to:

- Works with Commissioners and other members of management to develop mission and long-term objectives. Plans, organizes and directs all aspects of operations including personnel, budgeting, planning and general administration. Recommends, develops and implements Commission policies, procedures and regulations.
- Coordinates and conducts all public meetings in accordance with legal and reporting requirements. (Agendas, minutes, Sunshine laws).
- Acts as Freedom of information act (FOIA) coordinator.
- Communicates information regarding operations and the industry to the Commissioners and makes recommendations.
- Responsible to ensure the Commission is in compliance with all state and federal regulation & reporting requirements.
- Coordinates the communication and direction of all departments toward the Commission's objectives.
- Oversees preparation and implementation of annual and capital budgets, and long range financial planning and capital improvements. Prepares annual human resources operating and capital budget requests.
- Attends meetings for the Commission, and other regulatory groups, industry or member groups and reports to Commissioners.
- Interacts with legal counsel and auditors.
- Oversees and directs the recruitment and hiring of Commission personnel.

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- Performs manager's evaluations and makes recommendations for increases to Commissioners.
- Formulates Human Resource and Administrative Department policies, rules, regulations, work methods and procedures.
- Respond to employee and public inquiries and investigates complaints and concerns regarding human resource and administration
- Responsible to ensure the Human Resource and Administrative Department operations are in compliance with state and federal regulation and reporting requirements including vendor 1099, W-2's, payroll, utility tax filings, employee handbook and job descriptions
- Manage all aspects of human resource functions including preparation of payroll, administration of benefits (payroll and payroll tax filings, health, dental, vision, defined benefit pension plan, 457 Plan, 401(a), S/T & L/T disability plans, vacation and sick time) and respond to employee inquiries.
- Manages the labor negotiation process. Ensures that managers are administering established labor contracts, participates in the grievance process and engages in other labor relations activities as appropriate.
- Conducts utility rate studies and recommends changes.
- Keeps abreast of developments in the field, new administrative techniques, legislative issues and other current events through continued education and professional growth. Maintains cooperative relations with peer agencies and other governmental units. Attends conferences, workshops, and seminars as appropriate.
- Acts as Commission spokesperson, establishing and maintaining effective relationships with citizens, news media, community groups, City officials, legislators, other governmental officials and agencies, employees and other interests. Responds to public inquiries and investigates complaints.
- With other management establishes well-defined emergency and contingency plans and procedures. Responds to utility emergencies as necessary.
- Perform other duties as assigned, as this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee or this job. Duties, responsibilities and activities may change at any time with or without notice.

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## REQUIRED KNOWLEDGE, SKILLS, ABILITIES AND MINIMUM QUALIFICATIONS:

- Bachelor's degree in business management or related field and/or Ten or more years of progressively more responsibility in management or utilities including supervisory and administrative duties.
- Knowledge of the professional public management techniques involved in budgeting, personnel administration, labor relations, public relations, contract negotiations and administration.
- Knowledge of federal, state and local regulations governing utilities.
- Skill in assembling and analyzing data, preparing comprehensive and accurate reports and formulating policy.
- Skill in effectively communicating ideas and concepts orally and in writing and making presentations in public forums.
- Skill in the use of office equipment and technology, including computers and related software, and the ability to master new technologies.

Any combination of experience and training which provides an equivalent to the minimum desired employment standards.

  
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General Manager's Approval

*2-18-21*  
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Date

Created: March 21, 2013  
Updated: March 29, 2016  
Updated: January 1, 2017  
Updated: April 1, 2018  
Updated: February 18, 2021