



Pittsburgh
Water & Sewer
Authority

JOB ANNOUNCEMENT

POSITION: Director of Administration
DIVISION: Administration
SALARY: \$120,000

POSTED: August 10, 2017
APPLICATION DEADLINE: August 24, 2017

SUMMARY: The Director of Administration is responsible for the performance management of Customer Service and MIS. The Director will utilize in-depth knowledge of billing systems, processes, and people skills to drive the success of the departments. Direct reports are Senior Manager of Customer Service and IT Manager.

ESSENTIAL FUNCTIONS:

- Develop and implement policies.
- Align policies with organization and Board of Directors objectives.
- Implement procedures pertinent to the effective and efficient operation of Customer Service, Set performance standards to meet service goals in all areas, particularly Customer Service.
- Coaches departmental managers to achieve high performance.
- Prepares and fiscal oversight of departmental budgets.
- Develop a training and development agenda for departments.
- Provide measurable feedback to the Executive Director.
- Act as a resource to provide feedback to Board of Directors and City Council on large-scale service issues.
- Performs other related duties as assigned by Executive Director.
- Manage Vendor Relationships as required.
- Analyze complex, technical, professional, or legal documents, and financial reports; and effectively present information on complex or controversial topics to Executive Director and/or Board of Directors
- Strong analytical and problem solving skills; planning/organizational and project management skills

COMPETENCIES:

- Communication Proficiency (written and spoken)
- Customer Focus
- Decision Making
- Leadership
- Problem Solving
- Analytic
- Technical Capacity
- Discretion
- Flexibility
- Team Orientation
- Project Management



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KNOWLEDGE/ABILITIES:

1. Considerable knowledge of the operation of Customer Service and Billing Process, understanding of systems programming, mail distribution, and overall management of a public entity and strong project management skills.
2. Ability to analyze complex business needs and their technical solutions to ensure the consistency and maintainability of existing IT applications by creating, maintaining, and enforcing standards/procedures for implementing technical solutions.
3. Directs operations in executing production tasks according to a documented schedule.

GENERAL REQUIREMENTS: Candidate must be domiciled in City of Pittsburgh at the time of appointment and remain domiciled in the City of Pittsburgh throughout employment with the PWSA. Verification of City residency required at time of appointment.

Must present a current, valid Class C (Class 1) Pennsylvania Motor Vehicle Operator's License at the time of application or prior to appointment. A valid driver's license must be maintained throughout employment.

EDUCATION/EXPERIENCE REQUIREMENT: In order to be considered eligible for this position, the candidate must clearly show at least a Bachelor's degree in Business, Management, or Public Administration, and or related experience with at least five+ (5) years' experience.

APPLICATIONS: Available in the Human Resources Department, 1200 Penn Avenue or online at www.pgh2o.com. Please send the application, resume and cover letter to hr@pgh2o.com

AN EQUAL OPPORTUNITY EMPLOYER

The PWSA does not discriminate against anyone on the basis of race, color, religion, ancestry, national origin, place of birth, sex, sexual orientation, family status, age, or non-disqualifying disability, or on any other basis protected by federal, state or local law.