

Austin Water

Assistant Director, Business Services



CITY OF AUSTIN, TEXAS

Austin
WATER





UNIQUE OPPORTUNITY

The City of Austin is seeking a highly qualified individual to fill the Assistant Director, Business Services position which reports to the Director of Austin Water.

The Assistant Director, Business Services will have several exciting challenges to address and areas of opportunity in which to excel. Among these is the need to serve as a liaison for Mayor, City Council, City Manager's Office, and Water & Wastewater Commission proceedings. The Assistant Director, Business Services oversees the design and coordination of legislative strategies before the State Legislature, U.S. Congress, local governmental agencies, and appropriate staff to improve the departments position in the industry. The successful candidate will be instrumental in driving the department's programs for strategic business planning initiatives including ethics, internal audit, performance management, and emergency operations.

ABOUT AUSTIN

This vibrant and dynamic city tops numerous lists for business, entertainment, and quality of life. One of the country's most popular, high-profile "green" and culturally dynamic cities, Austin was selected as the "Best City for the Next Decade" (Kiplinger, 2010), the "Top Creative Center" in the US (Entrepreneur.com, 2010), #1 on the Best Place to Live in the U.S. and #4 on the Best Places to Retire (U.S. News & World Report, 2019), and ranked in the top ten on Forbes list of America's Best Employers for 2017.

Austin is a beacon of sustainability, social equity, and economic opportunity; where diversity and creativity are celebrated, where community needs and values are recognized, where leadership comes from its community members, and where the necessities of life are affordable and accessible to all.

Austin continues to lead the country with its vision of being the "Most livable city in the country," emerging as a player on the international scene with such events as the Austin Marathon, Rodeo Austin, Austin Urban Music Festival, Blues on the Green, Austin Pride Festival, Austin Trail of Lights, SXSW, Austin City Limits, and Formula 1, and being home to companies such as Apple, Samsung, Dell, Oracle, IBM, and Ascension Seton Health. From the home of state government and institutions of higher education to the "Live Music Capital of the World" and its growth as a film center, Austin has gained worldwide attention as a hub for education, business, health, and sustainability. From founding through the year 2000, Austin's population roughly doubled every 20 years.

The City offers a wide range of events, from music concerts, food festivals, and sports competitions to museum displays, exhibits, and family fun. Austin is also home to a wonderful ballet, world-class museums, one-of-a-kind shopping, and beautiful outdoor spaces. You can just as easily spend your morning paddling the lake as you can strolling through a celebrated history museum.

Located at the edge of the Texas Hill Country -- rolling terrain of limestone bluffs, springs, rivers, and lakes -- Austin's climate is ideal for year-round jogging, cycling, hiking on the City's many trails or swimming at Barton Springs or one of the area's many other swimming holes. There are several excellent golf courses in the area, as well as opportunities for rowing, kayaking, canoeing, camping, rock climbing, disc golf, mountain biking, fishing, and more. Austin has something for everyone.



AUSTIN CITY GOVERNMENT

The City of Austin is a progressive, dynamic, full-service municipal organization operating under the Council-Manager form of government. Austin’s mayor is elected from the city at large, and ten council members are elected from single-member districts. Terms of the mayor and council members are four years, and terms are staggered so that a general election is held every two years, with half the council being elected at each election. Term limits for the mayor and council members provide for two consecutive four-year terms. The City Council is responsible for appointment of the City Manager, who is the Chief Administrative and Executive Officer of the City, City Clerk, City Auditor, Municipal Court Judges, and the Municipal Court Clerk.

To learn more about the dynamic City of Austin, visit austintexas.gov.

CITY OF AUSTIN STRATEGIC DIRECTION 2023

The City Council adopted six Strategic Outcomes and Indicators in 2018 as part of its Strategic Direction 2023 (SD23) to guide the City in improving quality of life and civic participation in the Austin Community over the next three to five years. The Assistant Director, Business Services, reports to the Austin Water Director, who reports to the City Manager. The Assistant Director, Business Services, will be responsible for supporting department programs and initiatives as it relates to all six of the Strategic Outcomes in SD23. For more information, visit [Austin Strategic Direction 2023](#).

AUSTIN WATER

Austin Water provides safe, reliable, high quality, sustainable, and affordable water services that have met the community’s needs for more than 100 years. Austin Water’s 1,200 employees serve more than one million people in the Austin metropolitan area, both retail and wholesale, across more than 548 square miles. The utility draws water from the Colorado River into three regional water treatment plants, Handcox, Davis, and Ullrich, which have a combined capacity of 335 million gallons per day.

Austin Water has two wastewater treatment plants, Walnut Creek and South Austin Regional, that can receive up to 150 million gallons per day of sewage to treat. Wastewater is cleaned into high-quality effluent that is safely returned to the Colorado River to augment environmental flows. More than a billion gallons of this high-quality effluent were reclaimed in Fiscal Year 2016-17 for outdoor irrigation, industrial cooling, manufacturing, and other uses.

Austin Water’s award-winning Water Conservation Division successfully guided customers through a historic drought with public outreach and incentive programs for customers.

The utility also manages 43,000 acres of wildlands that protect water quality and endangered species habitats.

Austin Water, in partnership with other City Departments and a citizen Task Force, has developed “Water Forward,” a 100-year plan to manage water resources and meet community needs for the next century.



THE POSITION

Under nominal direction of the Director of Austin Water, this position manages the Business Services Program and collaborates with the executive team to develop broad organizational policies, drive strategic initiatives and develop work processes to ensure efficient organizational operations. This position also serves as a liaison to the Office of the City Manager, Mayor, Council, and other City of Austin departments on behalf of the Director to ensure that the Department's strategic goals, strategies, and performance measures are effectively communicated to external stakeholders.

DUTIES, FUNCTIONS AND RESPONSIBILITIES

1. Oversees Austin Water's (AW) Strategic Planning to ensure alignment with the City Manager's initiatives, Effective Utility Management initiative, and continuous improvement activities.
2. Acts on behalf of the Director with the City Manager's Office, the Mayor, and City Council.
3. Serves as executive liaison for City Council, Commissions, and Advisory Groups on water issues.
4. Oversees the design and coordination of legislative strategies before the State Legislature, U.S., Congress, local governmental agencies, and appropriate staff to improve the departments position in the industry.
5. Recommends policy on regulatory issues related to the water industry.
6. Directs audits and controls for multiple disciplines to provide a more complex strategic focus to the overall business operations within AW.
7. Oversees the day-to-day operations of select business services in the Director's Office, ensuring attention to detail.
8. Analyzes business needs to develop targeted strategies and implement operational plans to meet performance measures.
9. Develops and evaluates short- and long-range strategic plans and establishes the criteria for a variety of business services, projects, and plans.
10. Develops and monitors budgets for multiple business service units.



QUALIFICATIONS

The following are the minimum qualifications required for the Assistant Director, Business Services:

- **Education:** Graduation with a Bachelor's degree from an accredited college or university with major coursework in Business, Engineering, Public Administration or related field, plus five (5) years of related experience in water utility, including at least two (2) years of experience as a supervisor or manager.
- **Experience:** Seven (7) years of relevant experience in municipal legal or public agency administration may substitute for the five (5) years of related water utility experience. Graduation with a Master's degree from an accredited college or university in a related field may substitute for two (2) years of the required non-supervisory experience.

IDEAL CANDIDATE

The ideal candidate should be knowledgeable of pertinent federal, state, and local laws, codes, and regulations; Public Administration principles; utility operations and services; and principles of supervision, training, and performance evaluation. The candidate should possess excellent interpersonal skills with a strong ability to establish relationships with City staff and the community. The ideal candidate will assume Austin Water Director duties in his/her absence. Prior experience leading a large, robust city/organization is highly preferred. Advanced written and verbal communication skills are imperative for this position.

The following core competencies are important for this role:

- **Planning Priorities** – Recognizes, plans, focuses upon, and works toward what is most important or critical.
- **Communicates Effectively** - Demonstrates the ability to convey and receive information and ideas in an open, clear, and articulate manner with respect to cultural differences and others' perspectives.
- **Exercises Leadership** - Uses appropriate judgment to handle critical, problematic, or a striking set of conditions with focus, ownership, and accountability.
- **Thinks Strategically** – Enables others to better understand and implement the vision and strategy, while being the aligned forward thinker, has the ability to formulate and communicate sound business strategy, and implement in a clear and concise manner.
- **Customer Focused** - Strives to deliver high-quality results and superior service that exceeds the expectations while remaining mindful of the needs and perspective of both internal and external customers.
- **Community Collaborator** - Has experience serving as a liaison to the Office of the City Manager, Mayor, Council, and other City of Austin departments to ensure the Department's strategic goals, strategies, and performance measures are effectively communicated to external stakeholders.

COMPENSATION AND BENEFITS

Salary is commensurate based on experience and the approved salary range. The benefits package includes medical, dental and vision coverage, life insurance, compensated leave, short-term disability, and retirement benefits. The City is a member of the Proportionate Retirement Program. Optional benefits include supplemental life insurance, a 457 deferred compensation plan, long-term disability plan, and a legal plan. Visit austintexas.gov/departments/active-employee-benefits to learn more about the City's employee benefits. Reasonable relocation benefits will be provided to the successful candidate.



APPLICATION AND SELECTION PROCEDURE

To ensure consideration, candidates should apply by **September 14, 2020**. To apply, candidates must submit an application, a comprehensive resume, and cover letter online via the City of Austin jobs website at [Click here to be directed to the online posting](#). Interested candidates should apply early in the process for optimum consideration.

For more information on this position, candidates may contact:

Thomas Birdwell

Thomas.Birdwell@AustinTexas.gov

512-974-3551

Information submitted for consideration may be made available to the public in compliance with the Texas Open Records Act.

The City of Austin is committed to compliance with the American with Disabilities Act. Reasonable modifications and equal access to communications will be provided upon request. For assistance, please contact 512-974-3210 or Relay Texas 7-1-1.

