



# ORANGE WATER AND SEWER AUTHORITY

*A public, non-profit agency providing water, sewer and reclaimed water services to the Carrboro-Chapel Hill community.*

## **Job Announcement for Director of Finance and Customer Service**

### **Brief Position Description:**

The *Director of Finance and Customer Service* is responsible for OWASA's financial, customer service and procurement activities for the organization with annual revenues of about \$34 million and about 21,000 customer accounts. This person supervises the Finance, Customer Service and Procurement Managers in this 15 employee department. This position serves as the organizations' Chief Financial Officer and the Budget Manager as required by North Carolina laws.

### **About OWASA:**

OWASA is a progressive public, non-profit agency which provides drinking water, wastewater (sewer), and reclaimed water services to the Carrboro-Chapel Hill community located in the very desirable Research Triangle region of central North Carolina. OWASA has been in operation since 1977 and currently provides services to about 80,000 people. OWASA's largest customer is the University of North Carolina at Chapel Hill.

OWASA is governed by a nine-member Board of Directors. The OWASA Board adopts the annual budget; sets rates, fees and charges based on cost-of-service principles; adopts policies; and appoints the Executive Director, General Counsel and independent auditor. OWASA's Mission Statement: *OWASA will provide our customers with high quality water and wastewater services through responsible, sustainable, and creative stewardship of the resources and assets we manage. We will do this with a productive, empowered, talented, and diverse work force, which strives for excellence.*

### **Duties/Experience/Skills Required:**

This position is directly responsible for OWASA's fiscal affairs, including budget development and management; debt management; ensuring financial performance objectives are met; providing accurate and timely financial reports; and developing and implementing a strategic financial plan for the organization. The Director provides risk assessment evaluations and ensures effective internal control procedures are in place. The position is also responsible for all billing and related customer service activities.

The Director is responsible for the supervision, training and development of staff. Working closely with staff throughout the organization, the position will lead efforts to achieve improved efficiency and effectiveness of the services provided to both external and internal customers through the greater use of technology and automation.

This position reports to the Executive Director and will work closely with OWASA's other Department Directors (Operations; Engineering; Information Technology; Human Resources). The Director will also work closely with financial institutions, investment bankers, auditors, underwriters and Bond Counsel. This position will regularly present information to OWASA's Board of Directors on the organization's financial performance. The Director will be expected to drive positive change to improve the overall capabilities and performance in every financial and customer service area.

**Position Requirements:**

Successful candidate will have no less than six years of progressively responsible experience managing the fiscal affairs of an organization/business similar in size and scope to OWASA. Knowledge and experience of governmental and utility accounting and financial management is strongly desired. Bachelors' degree in finance, accounting or business administration and a Certified Public Accountant certification is required.

**Compensation:**

Salary range: \$85,929 - \$124,598

**Benefits:**

- Six (6) percent salary increase upon successful completion of a 6 month probationary period
- OWASA pays 100 percent of employee coverage for health, dental and vision
- OWASA pays 50 percent of dependent coverage for health and 40 percent for dental
- Participation in the N.C. Local Government Retirement System
- Contributions toward Deferred Compensation Plan (457B)
- Generous leave program including sick, annual, personal, etc.
- Life insurance, dependent life and long term disability
- Training and personal development; \$1,000 for educational reimbursement (after one year of service)

**How to Apply:**

Submit completed OWASA application form to OWASA's Human Resources Department at 400 Jones Ferry Road, Carrboro, NC 27510. For more information, please contact Lisa Wilson, Human Resource Generalist at [lwilson@owasa.org](mailto:lwilson@owasa.org) or 919-537-4237 or visit us at [www.owasa.org](http://www.owasa.org). This position is open until filled. Equal Opportunity Employer. We encourage applicants who are interested to promptly apply.