

THE CITY OF CLEVELAND, OHIO

Invites your interest in the position of:

Commissioner - Division of Water



ABOUT CLEVELAND, OHIO

Cleveland, Ohio is located in northeastern Ohio on the southern shore of Lake Erie. It is the County Seat of Cuyahoga County and part of the larger Cleveland-Akron-Elyria Combined Statistical Area which in 2000 had a population of 2,945,831 and ranked as the country's 14th largest.

With the decline of heavy manufacturing, Cleveland's businesses have diversified into the service economy including the financial services, insurance, legal, and healthcare sectors. In addition, the City has worked to improve its infrastructure and it has invested in the arts. Today, Cleveland is considered an exemplar for public-private partnerships, downtown revitalization, and urban renaissance. It has been designated among the most livable cities in the United States was recently ranked as the best city for business meetings in the continental U.S.

Cleveland was built on the bedrock of innovation and it continues to renew and reinvent in itself. It has a diverse economy that has unequivocal financial, legal and health care services. The region is a leader in biosciences, polymers and advanced materials, research and technology, aerospace and more. Its manufacturing sector, once its cornerstone, continues to aggressively compete through advanced technology that has boosted productivity and strengthened its place in the global marketplace.

Greater Cleveland has more than 30 colleges and universities which include highly renowned institutions such as Kent State, Case Western Reserve University, Cleveland State, the University of Akron and Youngstown State. Cleveland boasts many of the state's leading primary and secondary schools both public and private.

A great region is one that is a must-see destination for tourist, a powerful force in the world economy, has best-in-class sports and cultural assets and attractions and an alluring quality of life. Cleveland is a region of diverse residents who enjoy an enviable lifestyle supported by a \$140 billion economy. It has a rich history of civic involvement and philanthropy.



ABOUT THE CLEVELAND DIVISION OF WATER

Cleveland Water is a municipal water utility operating under the City of Cleveland's Department of Public Utilities.

Cleveland Water serves a 640-square-mile service area that encompasses more than 1.5 million people throughout the City of Cleveland and 72 neighboring suburbs. Cleveland Water is the largest water system in Ohio and the tenth largest in the United States.

High quality water sets Cleveland Water apart from other water systems. Each of the system's four Water Treatment Facilities has its own water intake which is located between 2.5 and 4.5 miles into Lake Erie from the shore. The Crib, which is the only visible water intake, supplies 165 million gallons of water each day into the Kirtland Pump Station, and serves as a visible reminder of this natural resource so often taken for granted.

The product produced by Cleveland Water is above national standards. To ensure that the utility continues to produce the best possible water, it continues to invest in new, state-of-the-art technology that meets and exceeds all standards. Cleveland Water takes water quality very seriously which is why each of its plants goes beyond EPA regulations in several key areas. In fact, many water bottling and water intensive companies choose Cleveland Water due to its reliable supply of high quality water.

Approximately 1,100 employees stand dedicated to maintaining a superior product with high quality service. Every-day, Cleveland Water employees work in different areas and fields to ensure water service is delivered without interruption. Field crews work 24/7 to repair any disruption of service as quickly as possible in Cleveland and the surrounding suburbs.

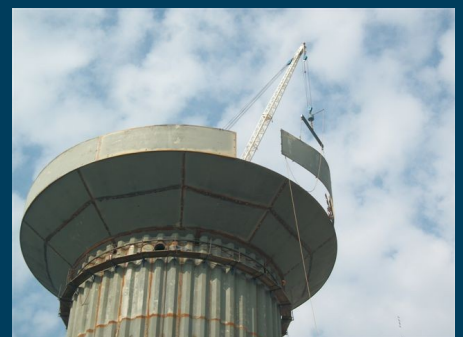
Mission Statements

City of Cleveland

We are committed to improving the quality of life in the City of Cleveland by strengthening our neighborhoods, delivering superior services, embracing the diversity of our citizens, and making Cleveland a desirable, safe city in which to live, work, raise a family, shop, study, play and grow old.

Cleveland Division of Water

Cleveland Water delivers a reliable supply of high quality water and customer services to promote the public health and safety, economy and quality of life of Greater Cleveland.





ABOUT THE COMMISSIONER—DIVISION OF WATER

The Commissioner—Division of Water is responsible for the day to day operations and performance of the Cleveland Division of Water. He or she guides the activities of the Division, its Operating Sections and Executive staff; provides executive leadership for 1,100 - plus employees and manages an operating budget in excess of \$260 million for a regional water utility that has a service area of approximately 640 square miles, and serves more than 70 communities.

The Commissioner sets performance expectations, provides strategic guidance and represents the Division to the City Administration and City Council. He or she determines the feasibility of operational initiatives, provides executive guidance, project sponsorship and the resources necessary to implement. He or she coordinates Divisional activities with Departmental initiatives.

The Commissioner oversees the selection and implementation of an extensive capital improvement program, determines project prioritization, leads key operational initiatives, encourages and provides the resources for the growth and development of staff, and sets and monitors performance measures for customer response and service standards. He or she interacts with local governmental

representatives, suburban elected officials including the Water Suburban Council of Governments, consumer advocacy groups, and professional organizations. The Commissioner leads system expansion efforts and seeks out economic development and revenue sharing opportunities. The Commissioner is expected to be involved in drinking water professional organizations such as AWWA, AMWA, IWA, WEF, and others, and to encourage staff participation.

The Commissioner ensures the financial stability of the Division by monitoring revenues and controlling expenditures, selecting funding mechanisms advantageous to the Division, and overseeing the five and ten year financial plans. He or she reviews and approves significant expenditures, hiring decisions, personnel matters, and the use of outside resources to supplement internal staff. He or she encourages continuing education of staff, development of career ladders, and growth opportunities. The Commissioner monitors performance of direct reports and provides guidance, leadership and support of work related activities.

The Commissioner also sets strategic direction for the Division and requires linkage of operational initiatives to the

Strategic Plan. He or she participates in customer-centric activities and provides resources necessary to meet customer needs and service levels. The Commissioner will actively participate in Divisional, Departmental and City-wide initiatives and assign appropriate staff members to same. He or she is expected to actively support City of Cleveland sponsored activities and to represent the City as requested. Occasional travel and frequent public speaking and/or presentations will be required.

“For many years, Cleveland Water has served its customers with quality water and first class service delivery, which continues to be our benchmark on how we operate.”

From About Cleveland Water—What Can A Customer Do Series.

ISSUES AND OPPORTUNITIES

- In spite of lower customer usage resulting in a reduction in revenue, Cleveland Water has excellent cash reserves and has remained in a very strong fiscal condition.
- Cleveland Water has invested more than \$800 million to upgrade its infrastructure and technology over the last ten years.
- The Utility is in the early stages of installing a new state-of-the-art system wide metering system.
- The utility recently installed a new cutting-edge customer billing system which is 90% completed. The new system, although a needed and long overdue improvement, has resulted in serious customer loss of confidence and support for the utility.
- The most important issue facing Cleveland Water today is the need to rebuild customer confidence and trust.
- As a group, Cleveland Water employees are long-tenured and generally highly dedicated. At this point in time, the organization needs new leadership committed to making the utility the best in the nation and capable of creating the organizational culture and commitment required to achieve this.
- Many employees are approaching retirement age thus precipitating the need for an aggressive and effective succession plan.



The men and women of Cleveland Water come together to achieve one goal of supplying our customers with one of the greatest natural resources we have.

Cleveland Water remains a critical partner in the growth of our region and has done so for over 150 years. Cleveland Water...Vital to our region's quality of life.



JOB REQUIREMENTS & HOW TO APPLY

Minimum Qualifications :

A High School Diploma. A Bachelor’s Degree in Business Administration, Public Administration, or Engineering (Chemical, Civil, Electrical, Mechanical, or Environmental) or closely related field from a four year accredited college or university. Seven (7) years of full time paid experience in overall management of a medium-large public water system. These management activities must include budget and finance, capital improvements, customer accounts services and regulatory compliance.

A valid State of Ohio driver’s license is required.

In addition to the above, the following is preferred:

A Master’s Degree in Business Administration, Public Administration, or Engineering (Chemical, Civil, Electrical, Mechanical, or Environmental) or closely related field from a four year accredited college or university. A minimum of ten (10) years progressively more responsible management experience at a large water utility (250,000 connections or more). Experience with Implementing and managing billing and meter reading systems. A Professional Engineer’s License is preferred. Active involvement in a drinking water focused professional organization such as American Water Works Association, Association of Metropolitan Water Agencies, or other relevant professional organization is desired as well as certifications or licenses in relevant fields. Strong communications, leadership and management skills are essential.

To Apply:

This recruitment will remain open until the position is filled. Please send your cover letter and resume, with present salary, *immediately* to:

Robert E. Slavin, President

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AN EQUAL OPPORTUNITY RECRUITER/EMPLOYER

According to the Charter of the City of Cleveland, the Commissioner of the Division of Water is subject to Civil Service testing. In order to be appointed as a regular employee, candidates will need to meet the minimum qualifications for this position and, if applicable, take a Civil Service examination. It is anticipated that the required examination will be an oral interview. Depending on the nature of the examination, you will possibly compete against others and will be considered based on your testing results.

