

THE YORK WATER COMPANY  
Job Description

JOB TITLE: Vice President-Operations

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EXEMPT: Yes  
DIVISION: G & A  
LOCATION: Various Company facilities  
REPORTS TO: Chief Operating Officer/COO

JOB CODE: 004  
DEPARTMENT: Operations

PREPARED BY: Human Resources  
APPROVED BY: Chief Operating Officer (COO)

DATE: Sept 1997  
DATE: Jan 1998  
Rev'd: April 2009  
Rev'd: May 2023

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SUMMARY: Responsible for the oversight and direction of all phases of the operating departments of the Company.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

1. Define and implement operations strategy, structure, and processes.
2. Cooperate and collaborate with the Vice President-Engineering in reviewing proposed Company construction specifications and plans for completeness as they pertain to the operations of the Company.
3. Keep current of all regulations and laws pertaining to the operations of the Company and ensure that the Company's operations comply with the aforementioned regulations and laws.
4. Review customers' construction plans and determine if our ability to supply them is adequate.
5. Investigate customer complaints as required or assigned by the President/CEO or Chief Operating Officer/COO.
6. Review, follow and improve Company's preventative maintenance program.
7. Make presentations to the public; tours, talks, etc. as directed by the President/CEO or Chief Operating Officer/COO.
8. Review proposals for equipment, tools and supplies and issue requisitions, subject to necessary approvals and procedures as outlined in

the Company's purchasing procedures.

9. Work with operational team to develop and propose annual operating and capital budgets within area(s) of oversight.
10. Recruit, interview, hire, train, and mentor the operations management team.
11. Lead collective bargaining process with support and guidance from the COO/CEO.
12. Make periodic verbal or written reports to the President/CEO and Board of Directors as required to keep the President/CEO informed with regard to strategy, activities, and programs.
13. Develop, improve, and regularly evaluate the Company's safety program and overall safety culture.
14. Represent the Company on committees and/or boards or professional local, state, and national industry organizations such as AWWA, WWOAP, and NAWC.
15. Manage Company vehicle fleet.
16. Manage leased cellular sites on Company facilities.
17. Manage the Company electrical curtailment program.
18. Consistently demonstrate positive and professional behavior with all individuals contacted on behalf of the Company including customers and employees.
19. Other duties as assigned.

#### SUPERVISORY RESPONSIBILITIES:

Manages subordinate supervisors in the Purification, Maintenance & Grounds, Wastewater and Distribution Departments.

Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities include interviewing, hiring, and training employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.

## QUALIFICATION REQUIREMENTS:

### EDUCATION and/or EXPERIENCE:

Bachelor's degree (B. A.) from four-year college or university; and a minimum of ten years management experience in the same or related field; or equivalent combination of education and experience.

### LANGUAGE SKILLS:

Excellent oral and written communication skills. Excellent comprehension skills.

### MATHEMATICAL SKILLS:

Ability to calculate figures and amounts such as geometry and statistics to practical situations.

### REASONING ABILITY:

Ability to define problems, collect data, establish facts, and draw valid conclusions.

### CERTIFICATES, LICENSES, REGISTRATIONS:

Valid PA driver's license

### OTHER SKILLS AND ABILITIES:

Proficiency in Microsoft Office Suite.

Analytical problem-solving skills with attention to detail.

Strong business acumen with a broad understanding of fundamental business principles.

Strong interpersonal skills with ability to collaborate and build consensus.

### PHYSICAL DEMANDS:

While performing the duties of this job, the employee is regularly required to use hands to handle, or feel objects, tools, or controls; reach with hands and arms; and talk or hear. The employee frequently is required to stand, walk and sit. The employee is occasionally required to climb or balance; stoop, kneel, or crouch.

Required to talk, hear and see.

The employee must regularly lift and/or move up to 25 pounds. Specific vision abilities required by the job include close vision and the ability to adjust focus.

Ability to operate hand tools, power tools, machine controls and computer controls.

Ability to wear personal protective equipment (PPE) including gloves, safety glasses, hearing protection, respirators, and other required PPE.

The employee must be able to work under stress and work additional hours in order to meet deadlines and the requirements of the position during emergency situations.

### WORK ENVIRONMENT:

While performing the duties of this job, the employee occasionally works in outside

weather conditions.

The noise level in the work environment is usually moderate.

Travel on public roadways between company facilities.

May at times be exposed to chemicals and toxic substances and must take necessary precautions to protect eyes, nose and skin from irritation.