

CLEAN WATER SERVICES

General Manager





The General Manager Position

Clean Water Services (CWS) is seeking a General Manager to guide the organization through a transformative period and continue industry leadership in water resource recovery operations and environmental stewardship. Reporting to the CWS Board of Directors, the General Manager provides executive leadership for all CWS operations, utilizing strong leadership and communication skills to ensure effective management, advance long-term sustainability, and uphold the highest standards of public service.

The General Manager provides executive leadership and overall direction for CWS operations, ensuring effective governance, policy implementation, and organizational performance in alignment with Board priorities and Advisory Commission recommendations. This role oversees all programs, services, and capital initiatives while fostering collaboration with elected officials, regulators, labor representatives, community leaders, and regional partners. The General Manager leads strategic planning, monitors industry trends, evaluates service delivery effectiveness, and advances innovation, continuous improvement, and operational excellence across the organization to meet evolving environmental, regulatory, and community needs.

As the chief financial steward of CWS, the General Manager is responsible for fiscal sustainability, rate stabilization, and long-term financial planning. This includes overseeing budget development, rate setting, forecasting, bond issuances, reserve management, and capital and service contracts, while ensuring strong internal controls and accountability for public funds. The General Manager works closely with the Board and executive leadership to enhance financial efficiency, protect organizational assets, and maintain affordability for ratepayers, consistently demonstrating transparency and ethical leadership in all financial decisions.

Through thoughtful, intentional leadership of the executive team, the General Manager leads CWS' workforce, environmental programs, and external relations, with a focus on regulatory compliance, infrastructure resilience, and organizational effectiveness. This role oversees labor relations, workforce planning, and talent development while cultivating an inclusive, high-performing workplace culture grounded in mentorship, accountability, and engagement. The General Manager also directs intergovernmental coordination, public communication, legislative advocacy, and environmental initiatives—including wastewater treatment, recycled water, biosolids, and water quality programs—ensuring alignment with regulatory requirements, community expectations, and long-term sustainability goals.

The Priorities

Recognizing Clean Water Services' history as an innovative industry leader, the successful General Manager will continue to advance organizational health and development through the following multi-year priorities:

- Reaffirm and execute a back-to-basics operational focus, ensuring CWS consistently delivers high-quality, efficient, and cost-effective services while maintaining system reliability and public confidence.
- Continue rebuilding trust through visible leadership, transparent communication, and consistent engagement, effectively conveying CWS' mission, impact, and service value to employees, partners, and ratepayers.
- Strengthen and stabilize the organizational structure and core business functions, aligning roles, systems, and services to effectively support current operations and future needs.
- Build a cohesive, collaborative, high-performing executive leadership team while fostering trust, stability, inclusiveness, and shared ownership across the organization.
- Foster a culture that empowers employees, strengthens organizational excellence, and develops leaders while preparing the next generation of professionals through intentional succession planning, talent development, recognition, and long-term retention.
- Maintain strong Board relationships and intergovernmental partnerships to ensure effective governance, clear decision-making, and productive collaboration with partner cities and stakeholders.
- Develop and execute a clear financial strategy that prioritizes fiscal discipline, sustainability, affordability, and value for ratepayers.
- Sustain CWS' leadership in innovation and science, strategically advancing practical, mission-aligned solutions that improve environmental and overall performance while delivering core services with measurable value.
- Proactively position CWS to navigate regulatory and legislative challenges, strengthening relationships with regulatory agencies and policymakers while preparing the organization for future compliance and policy changes.



The Successful Candidate

The General Manager sets a clear vision for the organization's future, focusing on delivering core services while leveraging innovative practices. They articulate and communicate that vision effectively to teams and stakeholders, inspiring and motivating a cohesive approach to shared goals. The successful candidate effectively partners with the Board of Directors and executive leadership team to align people, resources, and programs to better position Clean Water Services to deliver on its mission and respond to future challenges and opportunities.

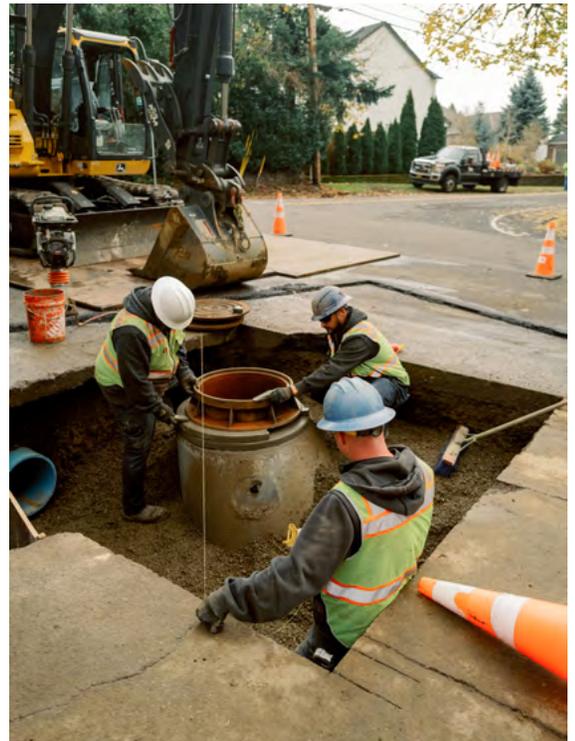
The General Manager is a trusted, ethical, and transparent leader who brings stability while thoughtfully guiding the organization through change. This individual demonstrates strong judgment, accountability, and fiscal prudence, with the financial management skills necessary to oversee budgets and capital infrastructure. Grounded in data, science, and operational realities, the General Manager makes clear, intentional decisions, analyzes complex problems, and evaluates diverse perspectives with objectivity and political astuteness. With a broad business perspective, the successful candidate understands the organization beyond any single function, maintains awareness of external conditions affecting the organization, and translates long-term vision into practical, executable strategies.

A highly relationship-oriented and communicative leader, the General Manager actively listens, builds trust across all levels of the organization, and serves as a visible, credible public representative. This role requires the ability to command respect while remaining approachable and affable, navigating complex interpersonal dynamics with awareness and skill. The General Manager acts systemically, understanding the political and organizational landscape, establishing collaborative relationships, and building effective alliances. Comfortable in public and political environments, the successful candidate communicates complex issues clearly, inspires commitment, drives for results, and sustains the organization's reputation for professionalism, accountability, transparency, and innovation.

The successful candidate is a mission-driven organizational leader committed to developing, empowering, and retaining talent while cultivating a positive, inclusive, and resilient workplace culture. The General Manager provides constructive feedback, delegates effectively, encourages initiative, and values diversity by leveraging differences to strengthen organizational performance. Self-aware and committed to continuous learning, the General Manager reflects on experiences, understands personal strengths and limitations, and adapts accordingly. Attentive to organizational change fatigue, this leader promotes innovation with patience and purpose, motivates others to perform at their best, and advances long-term organizational capacity, ensuring Clean Water Services continues to lead with integrity, competence, and vision.

Clean Water Services Leadership Competencies

- **Acts Ethically** – Is honest, ethical, and values openness and trust.
- **Change Management and Leading Change** – Uses effective strategies to facilitate organizational change initiatives and overcome resistance to change. Supports activities that position the business for the future and offers novel ideas and perspectives.
- **Committed to Making a Difference** – Demonstrates a strong commitment to the success of the organization.
- **Communicating Effectively** – Expresses ideas clearly and concisely and disseminates information about decisions, plans, and activities.
- **Courage** – Acts decisively to tackle difficult problems, perseveres in the face of problems, and takes the lead on unpopular though necessary actions.
- **Credibility** – Acts in accordance with stated values, follow through on promises, and uses ethical considerations to guide decisions and actions.
- **Demonstrates Vision** – Understands, communicates, and stays focused on the organization's vision.
- **Executive Image** – Communicates confidence and steadiness during difficult times and adapts readily to new situations.
- **Forging Synergy** – Maintains smooth, effective working relationships and promotes effective teamwork.
- **Listens** – Is a willing and patient listener and is open to feedback.
- **Sound Judgment** – Makes timely decisions, readily understands complex issues, and develops solutions that effectively address problems.
- **Strategic Planning** – Develops long-term objectives and strategies and translates vision into realistic business strategies.



Qualifications

At least ten years of public agency leadership experience and ten years of management experience, including at least three years managing professional, senior-level staff, are required. Strong business acumen with demonstrated experience leading and managing in a complex, matrixed environment is essential. A sound financial background with a strong understanding of budgets and financial management is required. Prior experience working with elected officials is also required. Strong consideration will be given to direct knowledge of water, wastewater, stormwater, environmental services and operating in a highly regulated, compliance-driven environment.

A bachelor's degree in business, public administration, engineering, environmental policy, or a related field is required. A master's degree in business administration, public administration, or a related field is preferred. Executive leadership credentials, certification, or designation, including ICMA-CM, are beneficial. Existing knowledge of or an ability to develop an understanding of ORS 451 and ORS 198 is essential to success. Upon selection, the candidate must possess and maintain a valid state-issued driver's license.

Inside Clean Water Services

Clean Water Services exists to protect public health and the future of the Tualatin River and those who depend on it. Every year, we clean more than 24 billion gallons of used water from homes, businesses, and industrial settings. In the process, we recover energy and valuable nutrients from wastewater that can nourish soil and crops and then return water to the Tualatin River so it can be used again. We also filter and slow down the flow of stormwater runoff before it enters stormwater systems to help reduce pollution, flooding, and streambank erosion.

Specifically, CWS is a regional county service district formed under Oregon Revised Statute (ORS) 451 that provides wastewater and stormwater services to more than 610,000 people across the Tualatin River Watershed in Oregon. This includes urban Washington County and parts of Multnomah and Clackamas counties. As a public utility, CWS is internationally recognized for its dedication to innovation and results and locally appreciated for its major contributions to making the region a great place to live, work, invest, and recreate.

In 2004, the EPA granted CWS the first fully integrated municipal National Pollutant Discharge Elimination System (NPDES) Watershed-Based Waste Discharge Permit. Five permits for four wastewater treatment facilities and one urban stormwater management are now combined into one permit for the Tualatin River Watershed. Our approximately 500 employees operate, maintain, support, and manage the growth of four treatment facilities, 44 pump stations, approximately 875 miles of sanitary sewer line and 532 miles of storm sewer, and many other assets. We manage about 24 percent of the water in Hagg Lake, 10 percent of the water in Barney Reservoir, and more than 140 miles of the riparian corridor. The all-funds budget FY 2025-26, excluding inter-fund transfers, is \$752 million.

CWS employees are committed to continuous improvement to address increasingly complex regulatory challenges, to provide exceptional service to our customers, to manage our \$1.7 billion in assets, and to meet the rigorous standards required to return clean water to the Tualatin River.

The CWS Board of Directors is composed of the five people elected as Washington County Commissioners. Although CWS maintains a close working relationship with the Washington County government, CWS is separately managed and financed. The 15-member Clean Water Services Advisory Commission is appointed by the Board of Directors to serve four-year terms. They review, discuss, and make recommendations to the Board of Directors on major policy issues and programs. The four-member CWS Audit Committee is appointed by the Board to serve three-year terms. They review CWS accounting policies as they relate to the Annual Comprehensive Financial Report and serve as a liaison between the Board, an external independent auditor, and CWS leadership.

Our Vision

Enhance the environment and quality of life in the Tualatin River Watershed through visionary and collaborative management of water resources in partnership with others.

Our Mission

We provide cost-effective services and environmentally sensitive management of water resources for the Tualatin River Watershed.

Our Values

- Dedicated to the river, our communities, and each other
- Guided by science
- Making great things happen by working and solving problems together

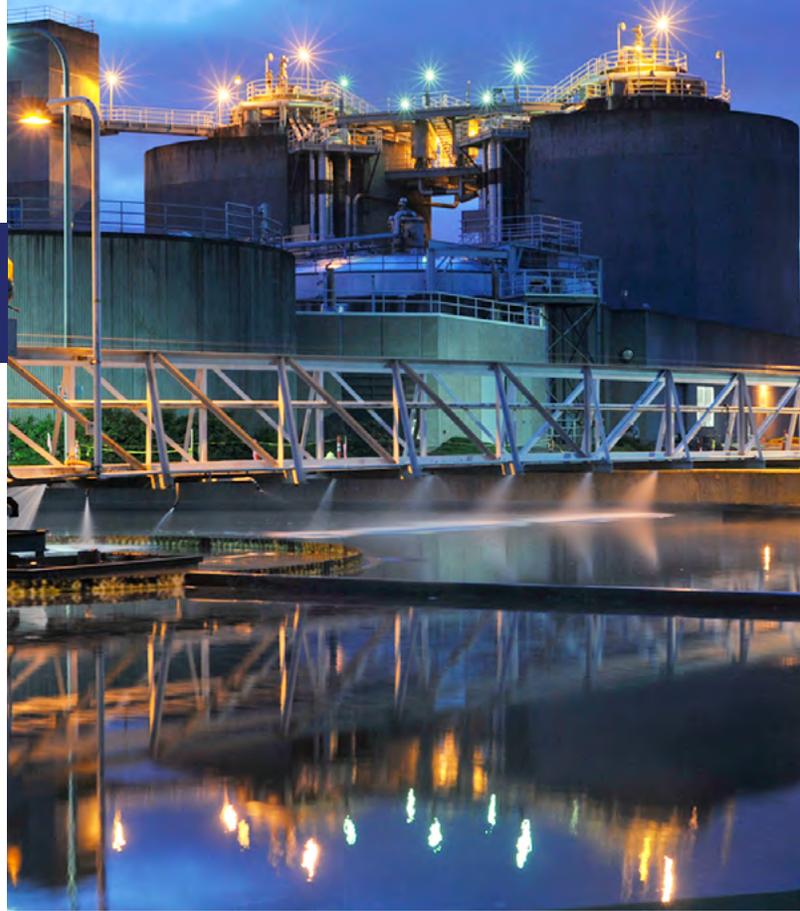


Tualatin River Watershed

The area currently known as Washington County, Oregon, rests on land that was first inhabited by the Atfalati Kalapuyans, also called the Tualatin people, who flourished here for thousands of years. Settlers began arriving in what would become Washington County in the 1830s. Washington County is now among the most culturally diverse counties in the State of Oregon.

Washington County is Oregon's second-largest county with a population of 611,153. Residents enjoy some of the nation's finest cultural amenities without forgoing access to picturesque natural landscapes. A beacon of originality, the Portland metropolitan area is home to one of the nation's most vibrant music scenes, internationally famous street food, an iconic microbrew culture, and a full calendar of events that is sure to provide year-round entertainment. Nicknamed the Silicon Forest, Washington County boasts Intel's largest research and development location and share of employees and is the headquarters of Nike, Columbia Sportswear, Reser's Fine Foods, and Leupold & Stevens.

From hiking through lush forests and nature parks to enjoying the serenity of a day at the lake, outdoor adventure is never far away in Washington County. The Tualatin Valley's pristine rural wetlands and nature preserves are a haven for bird and wildlife-watching enthusiasts. The Northern and Western portions of the county are forested and sparsely populated but offer miles of trails and bike paths. Washington County enjoys the temperate year-round climate found throughout the Pacific Northwest.



Compensation and Benefits

Clean Water Services offers a competitive, comprehensive benefits package, including a market salary commensurate with education and experience. The annual salary range for the General Manager position is \$260,000 - \$350,000, with an anticipated hiring range of \$290,000 - \$330,000. Employees are our greatest asset and play a key role in the success of Clean Water Services. In order to attract and retain a highly skilled, diverse workforce and recognize the dedication our employees demonstrate each and every day, we offer comprehensive benefits as part of a total compensation package. Benefits include medical, dental, and vision, retirement, life insurance, voluntary supplemental coverages, HRA deposits, paid time off, tuition reimbursement, and a variety of employee discounts, such as FirstNet subscriber cell phone plan. Full details can be viewed [here](#).



How to Apply

Be a part of our innovative team working together to protect public health and the environment. Applications will be accepted electronically by Raftelis at raftelis.com. Applicants complete a brief online form and are prompted to provide a cover letter and resume. For full consideration, please apply by **Monday, February 16, 2026**.



Questions

For more information or questions regarding Clean Water Services or the General Manager position, please contact Heather Gantz at hgantz@raftelis.com or Robert Colichio at rcolichio@raftelis.com.