



**The Metropolitan District  
Hartford, Connecticut**

A Specially Chartered Municipal Corporation which provides water and waste water services to eight towns in the Hartford Metropolitan Area

# INVITES CANDIDATES TO APPLY FOR: Manager of Human Resource

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**The mission of the MDC is to provide our customers with safe, pure drinking water, environmentally protective wastewater collection and treatment and other services that benefit the member towns.**

**Hartford,**

**West Hartford,**

**East Hartford**

**Windsor**

**Bloomfield**

**Wethersfield**

**Newington**

**Rocky Hill**

## PROUD HISTORY OF THE MDC

The history of successful growth in Hartford and surrounding communities is inextricably linked to the development of the region's magnificent water infrastructure system. From Hiram Bissell and the early Hartford Waters Works in the 1850's to Charles A. Goodwin and the inception of The Metropolitan District (MDC) in the 1920's, these and other visionary leaders understood the need to build a water supply infrastructure that anticipated the future growth of the region, and they were bold enough to deliver on the vision. From the first reservoir at Lord's Hill built in the 19th century with 10 million gallons of capacity, to today's system that includes reservoirs with 40 billion gallons of active supply (an the potential to secure an additional 16 billion gallons of capacity for future development) and a wastewater collection system that processes 70 million gallons per day of wastewater from eight towns—the evolution of the region's water and wastewater infrastructure is a story of remarkable planning, foresight and engineering skill.

For more than 75 years the MDC has played a critical role in the development story and in the successful growth of the Capital region. From the early days of providing water sewer services to Hartford and four other towns, MDC has successfully archived its mission of expanding, improving and maintaining the region's water and wastewater infrastructure, by serving an expanded customer base of eight member towns and other surrounding communities.

The greater Hartford area has changed a great deal since the inception of the MDC in 1929, when Charles Goodwin understood the pressing need for a regional solution to water, wastewater and other services. While Hartford and the surrounding member towns have grown and modernized since that era, the need for regional services to support ongoing growth and economic development in the Capital region remains. MDC continues its 75-year tradition of building and maintenance of a superb water/wastewater infrastructure for the region.

The MDC is currently involved in a \$1 Billion Clean Water Project. The Clean Water Project includes three basic elements: (1) reduction of combined sewer overflows (CSOs) with the Hartford central sewer system, (2) elimination of sanitary sewer overflows (SSOs) in the sanitary sewers of Wethers-

field, West Hartford, Windsor, Rocky Hill and Newington and (3) nitrogen reductions. The District's four water pollution control facilities will have to address nitrogen removals by 2014.

### Governance of MDC

The Metropolitan District Commission is made up of twenty-nine Commissioners who are appointed by the Governor, the State House of Representative, the State Senate and Representatives appointed by each of the eight member towns based on their population.. There are a number of subcommittees of the District Board. The Manager of Human Resources will work most closely with the Pension, Personnel and Insurance Committee—PPI. The day to day operations of the MDC are managed by the Chief Executive Officer (CEO) who supervises two Deputy CEO's—one for business and one for operations.



# **Manager of Human Resources —Job Description**

## **General Purpose**

The purpose of this position is to provide leadership and daily management of the District's Human Resources department and related policies, programs and operations including: human resources administration, recruitment and selection, benefits administration, human resources information systems, classification and compensation, education and training and employment services. Position typically reports to the Deputy Chief Executive Officer/CFO and works closely with the District Counsel.

## **Essential Duties and Responsibilities**

- Manages District human resources stat, program and services as listed above.
- Establishes goals, objectives and work plans; helps develop, design and implement adopted policies, training programs , processes and procedural instructions; allocates state and resources; assesses staff effectiveness and performance; and implements change to maximize use of resources.
- Ensures District hiring, promotions, and staff assignments adhere to applicable local, state , and federal labor regulations and civil rights laws, District policies and procedures and applicable collective bargaining agreements.
- Reviews all personnel actions, recruiting activities and decision, disciplinary actions and training, and provides guidance and direction regarding operations and administration issues.
- Manages the implementation of all employee benefit programs including those for pension, health and wellness.
- Regularly consults with directors and managers regarding human resources management issues.
- Identifies best business personnel practices, operating policies and procedures. Recommends District administrative and governing practices. Advises Chief Executive Officer and Deputy Chief Executive Officers on various personnel and benefit issues.
- Establishes and maintains effective working relationships with District staff, union leadership and personnel from governmental agencies; coordinates operations with other District work units to support project objectives and programs. Seeks operational efficiencies and works to leverage existing resources to achieve cost saving to District..
- May be assigned by District Counsel to oversee sensitive investigations and identify human resources needs, trends, and strategic issues.
- Preparation and management of District's Affirmative Action Plan.
- Manages Department Budget.

## **Knowledge, Skill and Ability**

- Thorough knowledge of federal, state, and local laws pertaining to personnel administration and compensation, pension administration, and benefit plans and practices.
- Thorough knowledge of Commission of Human Rights and Opportunities practices and procedures.
- Considerable knowledge of business theory and practices, strategic planning, management, finance and budgeting.
- Considerable knowledge of computer hardware and software applications, including SAP and I-Applicant.
- Considerable ability to communicate effectively, both verbally and in writing, and strong leadership skills.
- Considerable ability to administer policies and procedures to District employees.
- Extensive skills to build trust and personal accountability, and the ability to establish and maintain effective working relationships with District staff and union leaders.
- Demonstrated competencies including: integrity and the highest discretion dealing with sensitive and confidential matters, vision and leadership, analytical planning and problem solving skills, negotiations, accountability, team building and staff development, planning and organizational skills, active performance management and attention to detail, astute judgment and decision-making, commitment to diversity and the ability to function well in a multicultural environment.



# **Human Resources Department & MDC Organization**

The MDC has recently gone through a reorganization and strategic planning process. The Goal for Human Resources are: maintain a skilled effective, stable and diverse workforce responsive to changing demands, technology and customer expectations, and to create a culture focused on quality, innovation and learning.

The Human Resources Department is undergoing a reorganization and will include the Manager of Human Resources who will supervise three Human Resource Generalists and an administrative assistant. Labor Relations function will be in the District Counsel's office. The District Counsel also handles all legal matters and contract administration. There are an estimated 480 union employees and 60 non-union employees at MDC.

The Manager of Human Resources reports to the Deputy CEO/CFO for Business Services, who also supervises the Information Systems Department, Finance, Health & Risk Management and Procurement Offices. The second Deputy CEO is in charge of Engineering and Operations, which include: facilities (including reservoirs that have recreational facilities for the public), water pollution control, water treatment, water supply, laboratory services, maintenance & repair, police services, engineering, construction management, inspection services, and customer service and command center. Both Deputy CEOs report to the CEO who reports to the 29 member Board of Commissioners.

## **Characteristics of the Ideal Candidate**

- A Change Agent who can sell his/her ideas to both management and staff and union leadership
- Manager who can foster continuous improvement and a culture focused on innovation and learning
- Understands labor relations and how to work within the union contracts
- Ability to be part of the Management Team while providing a supportive environment for employees
- Provide policy direction for HR staff and Department Heads and Managers
- Team-building Skills
- Ability to hold people accountable
- Provide clear communications to HR Staff and employee body
- Presentation skills to explain procedures and policies to staff and Board of Commissioners or subcommittees
- Be a visionary and motivator, inclusive and tactful
- Strong demonstrated ability and leadership to deal with conflict in a positive way
- Experience with best practices in Human Resources field—bring a tool kit of new ideas
- Knowledge of various ways to implement positive employee benefits while cutting costs
- Ability to provide recommendations and alternatives to all supervisors
- Strategic Planning skills for Human Resources and the organization
- Willing to take on the challenges of reorganizing the Human Resources Department

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### **Qualifications:**

The qualifications required: Bachelor's degree in Human Resources, Public Administration, Industrial Relations or a closely related field (Masters preferred) supplemented by a minimum of eight (8) years of progressively responsible human resources management experience, including three (3) years at the management level; or any equivalent combination of education, training, and experience which provides the requisite knowledge, skills and abilities for this position. The successful candidate must have Affirmative Action and Labor (understanding of a union environment) experience to be considered. Utility experience is helpful.



## **Challenges and Opportunities**

- Implementation of the reorganization of the Human Resources Department—insuring there is cross training of all HR Generalists.
- Meet the challenge of improving and changing the culture of the Human Resources Department and organization for continuous improvement.
- Review, market and design new employee benefits plans that meet the needs of the employees and the organization in this economy.
- Manager partially completed classification and compensation study with contractor.
- Research a time clock system for tracking of various leaves allowed.
- Handle the after-effects of a layoff.
- Move forward with implementation of the strategic plan found on the web site—[www.themdc.com](http://www.themdc.com) .
- Opportunity to develop a succession plan for all divisions
- Assist operation managers understanding HR systems and processes and help them to reorganize their human capital to improve services as needed.
- Develop a performance based evaluation system to promote excellence.
- Assist with the creation of an employee benefits self service system.
- Human Resources needs to be proactive in understanding operations, finance , budget, health and safety regulations effect the organization and be prepared with best practices recommendations to move the organization to the next level.
- Understand the need for change should be balanced with strategic planning, strong and consistent policy implementation and be partnership between employees and management to move ahead.



## **Compensation and Application Process**

### **Manager of Human Resources The Metropolitan District Hartford, CT**

**Salary Range: \$96,000 — \$124,000 with excellent benefits**

**(Including: pension, 457 option, health insurance options and parking)**

#### **Application Process:**

Position open until filled, with first screening process by Jan 15, 2012. Resumes and Cover letters should be sent to Executive Search Firm (email preferred):

Ms. Randi Frank  
Randi Frank Consulting, LLC  
7 Promontory Drive  
Wallingford, CT 06492  
[rfrank05@snet.net](mailto:rfrank05@snet.net)  
[www.randifrank.com](http://www.randifrank.com)  
203-284-3707



**Qualified Minorities and Women are Encouraged to Apply.**