

JOB DESCRIPTION

Job Title: Development Services Manager
Reports To: Engineering Manager
FLSA Status: Exempt
Department: Engineering
Date: October 1, 2025

Salary: TBD based on experience

Summary:

The Development Services Manager is responsible for planning, managing, and coordinating the provision of water services to subdivision developments and other projects, ensuring compliance with Aqua WSC's tariffs, policies, and regulatory requirements. This position serves as the primary liaison between Aqua WSC and developers, public agencies, internal departments, and the community.

The ideal candidate will be detail-oriented, hardworking, and forward-thinking, with the ability to manage complex projects while maintaining the highest standards of customer service. This role requires someone who is visionary and proactive, capable of representing Aqua WSC publicly and building trust with stakeholders.

Essential Duties and Responsibilities include but are not limited to the following. Other duties may be assigned.

- Administer and coordinate water services for all subdivision and other development projects, including feasibility studies, legal contracts, approvals, and project reconciliations.
- Serve as the primary point of contact for developers, external partners, and customers regarding utility service connections, requirements, and timelines, providing clear and professional communication.
- Facilitate regular meetings and updates to ensure interdepartmental alignment on project progress and priorities.
- Coordinate Aqua's water service requirements with the subdivision platting administrators of the various affected counties.
- Demonstrate attention to detail in reviewing feasibility studies, contracts, and project plans, ensuring compliance with Aqua standards.
- Function as liaison for the general manager, attorneys, engineers, developers, county officials, and others as required regarding subdivision development.
- Maintain subdivision development records.
- Administer service agreements between Aqua WSC and developers.
- Responsible for tracking the status of development requests from initiation to commission into Aqua system.
- Reviews specifications for compliance with Aqua WSC standards.
- Maintain and calculate payment forecasts based on service agreements made for each development.
- Communicate new development policies or relevant changes in our process to Customer Service Department and any other relevant staff.

- Help prepare cost estimates to establish scope, schedule, and budget for establishing service with Aqua, as well as for construction improvements needed to service a proposed development.
- Works closely with engineering staff to guide the review of feasibility studies, internal subdivision plans, approach main designs, etc.
- Participates in the development and implementation of goals, objectives, practices and policies for the department.
- Prepare reports and correspondence as required by the position.
- Perform other tasks as designated by supervisory personnel.

Qualifications:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education/Experience:

- Bachelor's degree from an accredited four-year college or university is required. Preferred fields include Communications, Engineering, Public Administration, Planning, or other related disciplines.
- Relevant experience in development services, utilities, infrastructure, or public-facing project management is strongly preferred, but not required.
- Combination of education, transferable skills, and professional experience will be considered.

Language Ability:

Ability to read, analyze, and interpret technical procedures, professional journals, written procedures, and instruction manuals. Ability to write reports, business correspondence, and procedure manuals. Ability to respond to common inquiries or complaints from customers, regulatory agencies, or members of the business community. Ability to develop presentations and written materials for publication that conform to prescribed style and format. Ability to effectively present information to top management, public groups, and boards of directors.

Math Ability:

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

Reasoning Ability:

Ability to define problems, collect data, establish facts, and draw valid conclusions. Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables.

Computer Skills:

Database Software, Work Order Processing, Word Processing, Excel, E-Mail, Internet Software.

Other Knowledge, Skills, & Abilities:

None required for this position. Understanding of Open Meetings Act is necessary.

Certificates and Licenses:

Valid State of Texas Driver License. A Texas Registered Professional Engineer is desired but not required.

Supervisory Responsibilities:

Supervise non-supervisory and supervisory employees in development services department and other support services. Carry 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.

Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is occasionally exposed to work near moving mechanical parts and risk of electrical shock. The noise level in the work environment is usually moderate.

Physical Demands:

The described physical demands are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee regularly uses hands to finger, handle, or feel; reach with hands and arms; and talk or hear. The employee is frequently required to stand, walk, or sit. The employee may occasionally lift and/or move up to 25 pounds.

Specific vision abilities required by this job include close vision, distance vision, depth perception, and ability to adjust focus.