



# VICE PRESIDENT OF OPERATIONS

KISSIMMEE, FLORIDA



First review of submittals on March 17, 2023

## OUR COMMUNITY



## About Our Organization

Established in 2003 by a special act of the Florida legislature, Toho Water Authority (Toho) is the primary provider of water, wastewater and reuse water services in Osceola County and one of the larger utilities in the State of Florida. Toho currently serves over 150,000 customers, in a 342 square mile area, including St Cloud, Kissimmee, Poinciana, and unincorporated areas of Osceola, Polk, and Orange Counties. Toho was established for the sole purpose of providing regional stewardship over water resources in and around Osceola County.

Toho owns and operates 17 water plants and 9 water reclamation facilities. With a 550+ person workforce, Toho treats and distributes approximately 51.6 million gallons of potable water and reclaims 34.3 million gallons of wastewater each day. Toho has positioned itself as a respected leader in water, a valued community partner and an employer of choice. Toho is governed by a seven-member board of supervisors responsible for providing policy level oversight and approving an operating budget of over \$100M and a 5-year capital plan of nearly \$1B.

The executive leadership team of Toho is comprised of the. Chief Executive Officer, Vice President of Stakeholder Services, Vice President of Assets and Infrastructure, Vice President of Operations, and General Counsel.

Since formation in 2003, Toho has positioned itself as a respected leader in the water sector, a valued community partner, and an employer of choice and these continue today. Serving one of the fastest growing counties in the Country, Toho is an exciting place to work and grow as a utility professional. All of this translates to opportunity for creative and proactive individuals to contribute to a growing organization.

## OUR HEADQUARTERS



## About Our Community

Osceola County is rich in history and life. Created in 1887, Osceola County is a 1,506 square mile area that serves as the south/central boundary of the Central Florida greater metropolitan area. The City of Kissimmee, the County Seat, is 18 miles due south of Orlando. Osceola's only other incorporated City, St. Cloud, is 9 miles east of Kissimmee, and approximately 45 miles west of the City of Melbourne on the Atlantic Coast. Beyond this northwest quadrant and with the exception of Holopaw, Kenansville, and Yeehaw Junction, the south and east portion of the County is dominated by ranch lands and undeveloped prairie, woods and marsh.

As the "headwaters" of the Lake Okeechobee/Florida everglades ecosystem, Osceola County's water resources environment includes the Kissimmee River and Chain of lakes as well as numerous connected creek and wetland systems, which together for some of the State's largest and finest fishing and recreational attractions.

In close proximity to area attractions, shopping, and major highways, Osceola serves as a transportation crossroad and hub for those traveling to the Greater Orlando Area. Kissimmee offers numerous ways to get involved in the community-- whether you are a resident or visitor.

Kissimmee and the surrounding Central Florida area includes numerous neighborhoods for families...making this a great place to visit, but a better place to call home. With an outstanding quality of life, Central Florida residents have access to a variety of education opportunities, a revitalized and thriving downtown district, affordable housing, and a high level of municipal services.



## About The Position

The VP of Operations holds a critical role on Toho's executive leadership team. This position is vacant due to a retirement after a successful tenure of over 15-years with the organization. The primary role is to oversee assigned operational activities from an executive level, and assist the CEO with planning, coordination and execution of the organization's programs, projects, and policies. The incumbent in this position will operationalize Toho's strategic priorities through assigned functions by setting goals, establishing performance expectations, facilitating change management efforts, promoting accountability, and developing engagement and buy-in throughout all levels of the organization.

Areas of operational responsibility include over 275 staff associated with the following functions:

- Water supply, treatment and water quality management;
- Water transmission and distribution;
- Water reclamation facilities;
- Wastewater collection systems;
- Reclaimed water production and management;
- Supplemental water supply facilities;
- SCADA
- Systems maintenance;
- Facility maintenance;
- Operations planning and support services.

The VP of Operations will be expected to build strong relationships with both internal and external stakeholders and promote an organizational culture that delivers high performance results through an engaging, communicative, and collaborative approach. This position requires a high degree of independence, effective communication, strong leadership skills, and strong technical competency in the operations of water, wastewater and reclaimed water systems. The incumbent selected will be required to lead and facilitate simultaneous, complex and time-sensitive initiatives, projects, and operations. This position reports directly to the CEO.

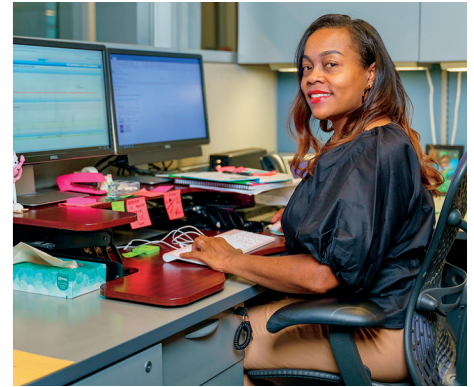
## High Priorities For Position

Toho serves one of the fastest growing counties in the country. And similar to our service area, our organization has grown to support our customer base and in scope as we have in-sourced functions previously provided through our partner organizations and adapted to changing technologies and regulations. While this growth creates opportunity, it also requires adaptation and change across all aspects of our organization.

The VP of Operations will partner with the CEO, executive leadership team, employees, and stakeholders to:

- Capitalize on existing staff capabilities to further organizational objectives and strategic priorities.
- Identify performance gaps in assigned functional areas compared to sector best practices and organizational performance goals in develop achievable strategies to enhance performance.
- Promote continual improvement in performance of assigned functions by establishing clear goals, removing barriers to execution, and effectively measuring results to objective.
- Support a work environment that delivers on the Toho Promise Develop function specific plans to support strategic growth.
- Serve as a technical resource, guiding performance within assigned functional areas.

The VP of Operations will also provide a key role for the organization by establishing themselves as a trusted leader among Toho's stakeholder groups.



## Candidate Profile

The ideal candidate will be a leader with outstanding strategic thinking, interpersonal, and leadership skills. They will be a self-starter and an enthusiastic proponent of achieving high performance outcomes through a collaborative and engaging approach that secures buy-in and delivers results throughout the organization. The ideal candidate will be an excellent communicator who is able to actively listen and employ strategies to build a cohesive team, that is successful in delivering results. They will also navigate complex matters and communicate the same among different audiences, and have the ability to gain trust and build confidence. The ideal candidate will be equally as comfortable and effective with Board members and elected officials, government partners, technical professionals and field teams.

The candidate must possess a thorough understanding of the best practices applicable to utility management with a focus on the assigned functional areas. While it is not imperative that the individual have a specific technical degree such as in engineering, broad experience applicable to multiple functions associated with utility management as listed above is essential. The candidate will demonstrate significant experience (five to seven years) delivering exceptional performance results as a senior leader in an organization that reflects a scale and complexity that supports anticipated success in joining Toho.

Qualified candidates will have a minimum of five years of experience in a senior leadership role with a focus in operations management, capital project delivery, advancement of strategic initiatives or similar, applicable executive level functions, ideally in the water sector, utility industry, public sector or other directly applicable industry. Toho seeks the most qualified person to fill this critical role and recognizes that potential candidates may possess a diverse array of education, experience, and training that prepares them for success in this role. The individual backgrounds of candidates will be reviewed and the combination of experience, education and training considered.

## Compensation And Benefits

Toho Water Authority offers a competitive compensation package, including a salary range for this position of \$124,504 to \$192,242 commensurate with experience, skills, and qualifications of the successful candidate. The benefit package includes vacation leave, holiday pay, sick leave pay; a defined contribution retirement plan and retirement matching; medical, dental, and vision insurance, an onsite wellness center, life insurance, sick leave bank, professional development, and employee discount programs.

## How To Apply

Interested and qualified candidates are invited to submit their online application at [www.tohowater.com/careers](http://www.tohowater.com/careers).

### For more information, please contact:

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