



State of Alaska;
 Department of Commerce, Community, and Economic
 Development; Division of Community and Regional Affairs

Organizational Management for Rural Utilities Syllabus

Instructors
 RUBA Staff

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Office Locations
 Anchorage Bethel
 Dillingham
 Fairbanks
 Juneau
 Kotzebue
 Nome

Course Overview

The course builds the skills and knowledge needed for the organizational management of a small water and wastewater utility in rural Alaska. The instructors present eight lessons with topics that include level of service, organizational structures, roles, authority, responsibilities, and accountability, utility ordinance, customer agreements, communication and administration. See “Course Content” below for details within each lesson.

The course is 32 hours long and can be taught online using a learning management system or in person at one of our office locations. If the course is taught in person travel scholarships are available for those who successfully complete the class.

Who Should Take the Course?

Municipal clerks, utility clerks, treasurers, bookkeepers, managers, administrators, chiefs, mayors, and council members who are involved in the managerial and financial operations of the utility. In the RUBA program’s partnership with the Department of Environmental Conservation, water and wastewater operators can earn 3.2 core continuing education units (CEUs).

Operations and Maintenance Best Practices

The course qualifies for Operation and Maintenance Best Practices points used to determine eligibility and prioritization for community sanitation projects. Here is the link to more information about Best Practices.

[Operations and Maintenance Best Practices](#)

Homework and Attendance Policy

Students are expected to attend each day, read lesson materials before class, participate in discussions and lesson exercises take a pre-test and post-test, and draft action plans to take back to their communities.

Additional Information

Here is the link to more information about the RUBA program, our approach to helping communities, and class offerings.

[Rural Utility Business Advisor Program](#)

Course Content

| Lesson | Subject |
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| Lesson 1: Introduction and Overview | <ul style="list-style-type: none"> ▪ Welcome/Introductions/Learning Plan ▪ RUBA Program Overview ▪ Overview of Sanitation Systems |
| Lesson 2: Level of Service | <ul style="list-style-type: none"> ▪ Deciding on a Level of Service ▪ Specific Areas of Consideration |
| Lesson 3: Organizational Structure | <ul style="list-style-type: none"> ▪ Purpose of Organizational Structure ▪ Models of Organizational Structure ▪ Choosing and Organizational Model that Fits |

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| Lesson 4: Roles, Authority, Responsibilities, and Accountability (RARA) | <ul style="list-style-type: none">▪ Stakeholders' RARA▪ Management in the Organization▪ Leadership in the Organization |
| Lesson 5: Utility Ordinance | <ul style="list-style-type: none">▪ Elements of the Utility Ordinance |
| Lesson 6: Customer Agreements | <ul style="list-style-type: none">▪ Types of Customer Agreements▪ Developing a Customer Agreement▪ Using a Customer Agreement |
| Lesson 7: Communication and Administration | <ul style="list-style-type: none">▪ Public Relations▪ Workspace Management▪ Information Management▪ Record Keeping |
| Lesson 8: Course Summary | <ul style="list-style-type: none">▪ Community Self-Evaluation |
