

PUBLIC UTILITIES DIRECTOR

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| Title: Public Utilities Director | FLSA Status: Exempt | Supervisory responsibilities: Yes |
| Reports to: Town Manager | Department: Public Utilities | Date created/last evaluated: November 2021 |
| <p>Summary: Performs complex professional work managing the provision of public utility services (water treatment, wastewater treatment, and pipe maintenance) for the Town of North Wilkesboro. This includes both administrative and technical functions, with special emphasis on overseeing capital improvements to maintain and enhance the town’s water/sewer system.</p> | | |
| <p>Qualification requirements: 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.</p> | | |
| <p>Minimum qualifications:</p> <ul style="list-style-type: none"> • A bachelors degree from an accredited university with coursework in a related field OR an equivalent combination of education and experience. • Experience in water and wastewater administration that includes the chemical analysis associated with water and waste water treatment, compliance with state/federal environmental regulations, oversight of capital projects, and rate setting methodologies. • Driver’s license valid in NC and good driving record • The ability to pass a pre-employment drug, background, and credit check • Additional requirements listed in “Special Requirements” section below | | |
| <p>Knowledge, skills, and abilities:</p> <ul style="list-style-type: none"> • Comprehensive knowledge of the principles and practices of water and wastewater treatment, distribution and collection transmission lines, pumping stations, metering, and other utility system appurtenances; • Thorough knowledge of the town’s budget, purchasing, and personnel policies and practices. • Working knowledge of engineering principles and their application to utilities construction and maintenance; • Some knowledge of mechanical, electrical, and electronic trades as applied to wastewater treatment facilities and equipment maintenance and repair; • Comprehensive knowledge of the public utility industry, best practices, ordinances and laws; • Comprehensive knowledge of balance sheets and budgets; • Thorough technical skills and knowledge of electronic correspondence, word processing, spreadsheet, and highly technical department specific software; • Thorough knowledge of standard office equipment and computer software; • Knowledge of various software platforms and ability to leverage technology for best utility business practices; • Critical thinking, innovative and creative problem solving skills; • Excellent proactive verbal and written communication skills including professional digital and written communication; ability to communicate technical ideas effectively, both orally and in writing, across a variety of audiences; • Ability to organize work flow and coordinate activities; knowledge of effective supervisory and motivational practices; | | |

- Ability to attend work regularly and work in a fast paced environment; exhibit exceptional initiative and dependability;
- Analytical ability and inductive reasoning to adapt policies, procedures and methods to fit unusual and complex situations;
- Ability to assist in identifying expansion areas and developing economic development proposals for potential customer expansion;
- Ability to understand and direct utility rate analysis and allocation of costs;
- Ability to understand and apply governmental accounting practices in maintenance of financial records;
- Ability to effectively plan, coordinate, and leverage financial, personnel and technological resources in business operations and project management;
- Ability to communicate with others tactfully, courteously, effectively and firmly both orally and in writing;
- Ability to establish and maintain extraordinary team oriented working relationships with town officials, supervisors, and associates;
- Ability to meet and deal courteously with the public, exhibiting extraordinary professionalism and customer service skills;
- Ability to create and maintain effective working relationships with the media, stakeholders and customer relations.

Supervisory responsibilities:

Leads, assigns, directs and be accountable for the work of utility administration business associates. Interviews, hires, trains, evaluates performance, coaches and counsels, recognizes and promotes, transfers, and disciplines division managers, supervisors and subordinates.

Essential functions:

- Provide effective leadership to manage all water and wastewater administrative functions, programs, and operations for the Town of North Wilkesboro with goal to achieve optimal performance and continuity of service levels, ensure excellent service and interdepartmental cooperation, and shepherd significant capital projects from inception through completion;
- Plan, organize, and direct the work of subordinate supervisors and employees engaged in plant operations, process control, laboratory analysis, distribution and collection system operations and maintenance, pumping stations, and preventative maintenance and repair.
- Direct and review long-range planning and development of public utilities programs and projects, including economic development opportunities and expansions;
- Ensure compliance with all federal, state, utility commission and local reporting;
- Serve as leadership liaison with town management, public safety departments, and Utility operations to prepare for, develop and manage emergency plans and remediation of system during normal and emergency outages including communications, outage management and coordinating services;
- Represent the utilities departments to other departments, elected officials, local enterprises, news media and governmental authorities;
- Participate on a variety of board, commission, committee and professional group meetings to stay abreast of new trends and innovations in the field of utilities;
- Responsible for various department and division budgets and financial models within public utilities;
- Responsible for various department and division long range financial plans within public utilities;
- Plan, direct and coordinate the utility departments' rate design and cost recovery, business, workplace safety, and emergency management plans;
- Plan, direct and support utility departments' technological support and advancements;

- Explain, justify and educate on department programs, policies and activities;
- Negotiate and resolve sensitive and controversial issues;
- Resolve customer complaints with extraordinary professionalism and customer service skills;
- Review and evaluate work methods and procedures;
- Meet with key staff to identify and resolve problems;
- Respond to inquiries and complex issues from town officials and the general public exhibiting extraordinary professionalism, communication and customer service techniques;
- Present information to town officials and Boards as necessary;
- Perform related tasks as required.

Physical demands:

Employee must be able to perform the basic life functions of climbing, balancing, stooping, kneeling, crouching, reaching, standing, walking, pushing, pulling, lifting, fingering, talking, hearing, and repetitive motions.

Must be able to perform light work exerting up to 20 pounds of force occasionally; and/or up to 10 pounds of force frequently or constantly to move objects.

Work environment:

Employee will split time between indoor activity and field work and therefore may be subject to some adverse environmental conditions, namely treatment plants, warehouses, and construction sites. The employee will be subject to the normal risks associated with outside work, driving, and The employee will be subject to the provisions of the Town's Safety Policy.

Special requirements:

Employee must be, or have the ability to become within 12 months of employment, a grade IV waste water treatment plant operator and a grade A water treatment plant operator. Employee must have the ability to communicate effectively with the town's elected officials, executive leadership, and the general public. Employee will be on managerial duty during storms and winter weather, and on-call at all times.

Disclaimer:

The above statements are intended to describe the general nature and level of work being performed by individuals assigned to this job. They are not intended to be an exhaustive list of all responsibilities, duties, and skills required of the position. All employees may have other duties assigned at any time.