

WATER RESOURCES DIRECTOR

Position Code: 2810

WC Code: 7580

FLSA Status: Exempt

Pay Grade: 367

Location: Public Services

Approval Date: 2023

General Statement of Duties

A position in this class performs difficult professional and managerial work, planning, organizing and directing the operations, maintenance, repair and construction of water and sewer lines and appurtenances, water production and distribution, sewer collection and treatment, and stormwater collection. Supervision is exercised over all department personnel.

Distinguishing Features of the Class

An employee in this class plans, organizes, and directs the operations, maintenance, repair and construction of water, sewer and stormwater lines and appurtenances; oversees the production, distribution, and protection of the Town's water supply and collection and treatment of sewage and related utility operations; coordinates work with appropriate agencies and jurisdictions, other departments, and management; maintains legal and regulatory compliance with all applicable rules and statutes, maintains records and files and prepares reports. Plans, organizes, directs, and coordinates activities of all divisions and facilities involved in the management of water, wastewater, and stormwater systems for the Town. Recommends employee hiring, promotions, suspensions, terminations, and merit advances. Prepares and administers capital and operating budgets and contracts, and monitors expenditures; develops spending plans and makes rate-setting recommendations to management and Board of Commissioners. Oversees and administers the Town's various regulatory permits issued through the North Carolina Department of Environmental Quality (NCDEQ), the Environmental Protection Agency (EPA), the Safe Drinking Water Act, the Clean Water Act, enforcement of local ordinances and permits, and all legal activities of the department. Prepares requests for proposals for engineering and other professional services; reviews and prepares plans, specifications and technical documents for construction projects; administers contracts. Oversees the design and construction of complex water, wastewater and stormwater capital projects. Performs long-range master planning for facilities, system capacity and technical compliance needs, represents the Town in multiple regional and state issues, and ensures effective productivity of assigned personnel. Work involves considerable public contact, initiative, and judgment. General administrative direction is received from the Assistant Town Manager for Public Services and Operations regarding matters of policy, budget, long-range plans, personnel matters, and work priorities.

Duties and Responsibilities

Plans, organizes, and directs the work of subordinate supervisors and employees engaged in plant operations, process control, laboratory analysis, distribution and collection system operations and maintenance, regulatory compliance, and engineering services.

Advises management and participates in planning for current and future capacity needs and plant and systems modifications for increased efficiency or regulatory compliance; manages the budgeting, design, construction, and inspection of a wide variety of capital projects for capacity, environmental compliance, service extension, etc. Manages the hiring, promotion, training, discipline, evaluation, and other personnel actions and decisions for the department.

Evaluates utility customer service policies and procedures, coordinates evaluation of fee structures; recommends improvements.

Plans and supervises contracted construction and maintenance projects; ensures proper inspection and adherence to plans and standards prior to Town acceptance.

Establishes, maintains, and analyzes a variety of reports as required and as needed for effective management decision-making.

Oversees response to citizen complaints, service requests, and other responses; ensures excellent customer service.

Requests resources as part of the annual budget process; reviews and submits budget requests of subordinate supervisors; controls allocated resources once approved; participates in capital budgeting to construct and maintain utility infrastructures.

Participates in plan review.

Performs other duties as assigned.

Recruitment and Selection Guidelines

Knowledge, Skills, and Abilities

Thorough knowledge of the principles and practices of water and wastewater treatment, distribution and collection, pumping stations, metering, stormwater infrastructure, and other relevant appurtenances.

Thorough knowledge of the local, state, and federal laws and regulations relating to water and wastewater treatment, distribution and collection.

Thorough knowledge of the local, state, and federal laws and regulations for stormwater collection and treatment.

Thorough knowledge of the Town budget, purchasing, and personnel policies and practices.

Thorough knowledge of effective management practices including staffing, motivation, communications, delegation, discipline, performance review, and other practices.

Considerable knowledge of the application of GIS to water, wastewater and stormwater operations, maintenance, and expansion programs.

Working knowledge of engineering principles and their application to utilities construction and maintenance including distribution and collections, and electrical, mechanical and process applications at treatment and pumping facilities.

Ability to provide leadership to a large staff in multiple locations providing around-the-clock services.

Ability to analyze information and make effective decisions.

Ability to establish and maintain effective working relationships with Town officials, industrial officials, regulatory officials, contractors, other employees, and the public.

Ability to prepare, present and interpret complex records and reports.

Physical Requirements

While performing the duties of this job, the employee is frequently required to reach with hands and arms, sit, talk, and hear. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator. This position involves sedentary work requiring the employee to exert up to 20 pounds of force occasionally; 10 pounds frequently and/or a negligible amount of force constantly to move objects.

Must possess visual acuity to produce and review written reports and records including mathematical calculations, operate a computer terminal, analyze data, and to read maps, schematic drawings and plans.

Minimum Education and Experience

Graduation from an accredited college or university with a degree in business or public administration, environmental sciences, civil engineering, chemistry, or related field and seven to ten years of experience managing water, stormwater, and/or wastewater treatment or distribution and collection systems; or an equivalent combination of education and experience.

A master's degree in a related field and Professional Engineering certification is preferred.

Special Requirement

Possession of a valid North Carolina driver's license.