Utilities Director

Salary Range: $75,000 - $105,000

General Definition of Work

Performs responsible administrative, technical, supervisory, and field work in managing the Town's water distribution and wastewater collection systems.

The Utilities Director is responsible for the reliable operation, maintenance, regulatory compliance, and long-range planning of the town's utility infrastructure, including water mains, storage tanks, valves, hydrants, meters, wastewater collection mains, manholes, and lift stations.

The Town does not operate water or wastewater treatment facilities. Water supply and wastewater treatment are provided through agreements with other governmental or utility providers. The Utilities Director administers these agreements, reviews monthly billings and usage, monitors available capacity, and coordinates operational and planning matters with the supplying utilities.

This position functions as a working utility manager, combining administrative and supervisory responsibilities with regular field involvement in utility operations, inspections, troubleshooting, projects, and emergency response.

Work is performed under the general supervision of the Town Administrator.

Essential Duties and Responsibilities

Utility Administration and Operations

- Plans, directs, and coordinates operation, maintenance, repair, and improvement of the Town's water and wastewater systems.
- Supervises utility employees and coordinates contractors and outside service providers.
- Establishes work priorities and preventative maintenance programs.
- Develops and administers utility operating and capital budgets and reviews expenditures, invoices, and purchase requests.
- Maintains appropriate operational, maintenance, inspection, and regulatory records.
- Recommends staffing, equipment, infrastructure, policy, and capital improvement needs to the Town Administrator.
- Develops and maintains utility operating procedures and emergency response plans.

Water Distribution

- Oversees operation and maintenance of water mains, service lines, valves, hydrants, meters, storage tanks, and related infrastructure.
- Monitors system pressures, storage levels, water demands, purchased water quantities, water loss, and system performance.

- Coordinates leak repairs, flushing, valve exercising, hydrant maintenance, meter replacement, water quality sampling, and preventative maintenance.
- Evaluates system capacity, condition, fire flow, reliability, and water quality and recommends necessary improvements.
- Coordinates response to water main breaks, supply interruptions, loss of pressure, and other emergencies.

Wastewater Collection

- Oversees operation and maintenance of gravity sewer mains, force mains, manholes, lift stations, pumps, controls, generators, alarms, and related infrastructure.
- Coordinates preventative maintenance, sewer cleaning, CCTV inspections, rehabilitation, inflow and infiltration investigations, and collection-system repairs.
- Responds to and investigates sewer backups, overflows, lift station failures, and other wastewater emergencies.
- Coordinates required reporting and corrective actions associated with sanitary sewer overflows and other regulatory events.
- Evaluates collection-system condition, capacity, and reliability and recommends necessary improvements.

Interlocal Agreements and Utility Supply

- Serves as the Town's primary operational contact with utilities providing wholesale water supply and wastewater treatment.
- Administers interlocal and wholesale utility agreements and maintains knowledge of capacity allocations, rates, billing methodologies, contractual requirements, and renewal provisions.
- Reviews monthly water purchase and wastewater treatment invoices for accuracy and reconciles billing quantities with Town records as appropriate.
- Tracks system demands, wastewater flows, available contractual capacity, and long-term utilization trends.
- Coordinates billing, operational, and capacity issues with supplying utilities.
- Advises the Town Administrator regarding capacity limitations and assists with negotiation, amendment, renewal, or expansion of utility agreements.

Regulatory Compliance, Projects, and Development

- Ensures utility operations comply with applicable federal, state, and local requirements.
- Coordinates required inspections, sampling, testing, reporting, permitting, and regulatory submissions.

- Serves as or coordinates with the appropriately certified Operator in Responsible Charge (ORC), where required.
- Coordinates with consulting engineers on utility planning, design, permitting, bidding, construction, and capital improvement projects.
- Reviews proposed development and utility extensions for system impacts, capacity, operational considerations, and consistency with Town standards.
- Participates in construction inspections, project startup, testing, and acceptance of new infrastructure.
- Maintains or assists with utility asset inventories, mapping, record drawings, easements, and capital improvement planning.

Field Operations and Emergency Response

- Maintains regular field presence and working knowledge of the condition and operation of Town utility infrastructure.
- Conducts field inspections and assists employees and contractors in troubleshooting operational and maintenance problems.
- Responds to significant utility emergencies and provides operational direction during main breaks, sewer overflows, lift station failures, supply interruptions, severe weather, and other events.
- Coordinates contractors, equipment, materials, and outside assistance when necessary.
- Ensures appropriate safety procedures are followed during utility operations.

Knowledge, Skills, and Abilities

Considerable knowledge of the operation and maintenance of municipal water distribution and wastewater collection systems, including water storage facilities, lift stations, pumps, controls, valves, hydrants, meters, and related equipment.

Working knowledge of applicable drinking water and wastewater regulations, utility construction practices, preventative maintenance, and emergency response.

Ability to read and interpret utility plans, maps, specifications, contracts, operating records, meter data, and technical reports.

Ability to administer utility agreements, budgets, contracts, projects, and maintenance programs.

Ability to supervise employees and contractors, diagnose operational problems, establish priorities, and develop practical solutions.

Ability to communicate effectively with Town officials, employees, engineers, regulators, contractors, other utilities, developers, and the public.

Education and Experience

Graduation from high school or equivalent supplemented by considerable training and progressively responsible experience in municipal water distribution, wastewater collection, public works, utility operations, construction, or a related field.

Supervisory or lead-worker experience is preferred.

An associate degree in utility technology, environmental technology, construction management, engineering technology, public administration, or a related field is preferred but not required.

An equivalent combination of education, certification, training, and experience demonstrating the required knowledge and abilities may be considered.

Special Requirements

- Valid North Carolina driver's license.
- Appropriate North Carolina water distribution and/or wastewater collection certifications are preferred.
- Ability to obtain certifications appropriate to the Town's utility systems within a specified period may be required.
- Ability to respond to utility emergencies outside normal working hours.

Physical Requirements and Work Environment

Work involves a combination of office and field activities. The employee must be able to inspect utility facilities and construction sites, traverse uneven terrain, access lift stations and water storage facilities, and work outdoors under varying weather conditions.

The position requires administrative, supervisory, planning, and project-management responsibilities while maintaining regular field involvement in utility operations, inspections, troubleshooting, construction coordination, and emergency response.