

TYRRELL COUNTY GOVERNMENT

**P.O. Box 449, 108 South Water Street
Columbia, North Carolina 27925
252.796.1371**

PUBLIC UTILITIES DIRECTOR

General Statement of Duties

Performs difficult professional and managerial work planning, organizing and directing the construction, operations, maintenance, and analysis of water treatment plants, and related laboratory facilities, and sewer collections and water distribution systems construction, maintenance and repair, and utility customer services including billing and collections.

Distinguishing Features of the Class

An employee in this class plans, organizes and directs the construction, operations and maintenance of the water treatment plants, distribution systems, collections systems, pumping facilities, and related facilities and equipment. Work also includes responsibility for the utility long range planning for service needs for capacity, environmental compliance, information technology systems, and customer service and utility billing and collections function. Work is performed in accordance with state and federal laws and regulations. The employee may serve as Operator in Responsible Charge of the well water treatment plants, distribution and collections systems or may delegate any of these. Work involves responsibility for Manager and Board on long range planning for facilities and system capacity and technical compliance needs, establishing and maintaining records and reports necessary for full compliance with all regulations and for effective management decision-making, and ensuring effective productivity of assigned personnel. Work involves considerable public contact, initiative and judgement. The employee may occasionally enter confined spaces and come in contact with other hazards. General administrative direction is received from the County Manager regarding matters of policy, budget, long range plans, personnel matters, and work priorities. Work is evaluated through conferences and reports for productivity, and compliance with required laws and regulations.

Duties and Responsibilities

Essential Job Tasks

Plans, organizes and directs the work of staff engaged in plant operations, process control, laboratory analysis, distribution and collection system construction, operations and maintenance, pumping stations, and preventive maintenance and repair; oversees utility customer service, billing, and collections services.

Advises management and participates in planning for current and future capacity needs and plant and systems modifications for increased efficiency or regulatory compliance; attends County Commissioner meetings to advocate for system needs and provide advice and information.

Manages the hiring, promotion, training, discipline, evaluation, and other personnel actions and decisions for the department in consultation with the County Manager; plans and implements safety programs including training, procedures, and equipment as necessary; ensures staff are trained and effective in their responsibilities.

Researches and recommends strategies for meeting new regulatory requirements.
Evaluates utility customer service policies and procedures, billing and collections procedures for effectiveness; recommends improvements.

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

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

Plans, organizes, and directs the system including the maintenance and repair of water pumping stations, elevated storage tanks, and related facilities; supervises the installation of water taps and meters; supervises the meter reading program, water service connections and disconnections, and related utility customer response.

Request division resources as part of annual budget process; controls allocated resources once approved; participates in capital budgeting to construct and maintain utility infrastructures.

Participates in plan review; approves all plans and specifications regarding utility systems.

Additional job duties

Performs related work as required.

Recruitment and Selection Guidelines

Knowledges, Skill, and Abilities

Thorough knowledge of the principles and practices of water treatment, distribution, and collection systems operation and maintenance, pumping stations, metering, and other utility systems appurtenances.

Thorough knowledge of the local, state, and federal laws and regulations relating to public utilities.

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

Considerable knowledge of effective management practices including staffing, motivation, communications, delegation, discipline, performance review, employee development and mentoring, other practices.

Considerable knowledge of the effective organization and implementation of customer service, billing, and collections functions.

Considerable knowledge of principles of customer accounts management.

Working knowledge of engineering principles and their application to utilities construction and maintenance.

Knowledge of mechanical, electrical, and electronic trades as applied to water treatment facilities and equipment maintenance and repair.

Skill in collaborative conflict resolution and customer service excellence.

Ability to analyze information and make effective decisions.

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

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

Ability to communicate effectively in interpersonal interactions and public presentations.

Physical Requirements

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.

Must possess visual acuity necessary to inspect schematic drawings, prepare and analyze figures and data, perform extensive reading, and operate a computer terminal.

Desirable Education and Experience

Graduation from college with a degree in environmental sciences, civil engineering, chemistry, or related field and extensive experience supervising related public utilities; or an equivalent combination of education and experience.

Special Requirement

Certifications as required by the County including distribution system, collection system, and well operations.

Possession of a valid North Carolina driver's license.

Salary/Pay Grade 75

\$47,195 - \$70,793