

Utilities Director

Position Summary

The Utilities Director serves as the chief administrative, technical, and operational head of the Utilities Department and is responsible for the overall operation, maintenance, regulatory compliance, reliability, and expansion of the Town's water utility system. This position ensures the continuous delivery of safe, dependable, and compliant water services to residents, businesses, and customers.

The Utilities Director exercises independent judgment and decision-making authority in directing personnel, managing budgets, maintaining infrastructure, responding to emergencies, and ensuring compliance with all applicable local, state, and federal regulations. The Utilities Director serves as the **principal utilities advisor to the Town Manager** and functions as the **primary on-call authority** for all utilities-related emergencies, including nights, weekends, and holidays.

This position is designated to function in alignment with **Operator in Responsible Charge (ORC)** requirements under North Carolina law and bears full accountability for system performance and regulatory standing.

Essential Functions

The functions listed below are representative of duties assigned to this position. The omission of specific duties does not preclude the assignment of related or similar work.

Department Administration

- Plans, organizes, directs, and evaluates all Utilities Department operations and services
- Establishes departmental goals, policies, procedures, and performance standards
- Provides technical, operational, and administrative direction to Utilities Supervisors and staff
- Advises the Town Manager on system condition, infrastructure risks, regulatory matters, and long-range utility planning
- Maintains overall responsibility for utilities operations and regulatory compliance at all times

Utilities Operations and Service Delivery

- Oversees all aspects of water utility system operations, including:
- Water distribution and transmission systems

- Water collection and system integrity
- Leak detection and repair
- Installation, maintenance, and replacement of water lines
- Emergency repairs and service restoration
- Ensures continuity of operations under both routine and emergency conditions
- Coordinates scheduled maintenance, capital projects, and system expansions
- Ensures proper documentation of system activities and operational records

Operator in Responsible Charge (ORC) Authority

- Serves as, or directly fulfills the role of, **Operator in Responsible Charge (ORC)** in accordance with North Carolina regulatory requirements
- Maintains accountability for:
 - System operation and performance
 - Regulatory compliance
 - Reporting accuracy and timeliness
 - Corrective actions required by regulatory agencies
- Acts as the primary point of contact with state regulators regarding compliance, inspections, violations, or enforcement actions
- Ensures that certified operators and staff meet staffing, certification, and coverage requirements
- Retains authority to make immediate operational decisions necessary to protect public health and system integrity

Emergency Response and On-Call Authority

- Serves as the **primary on-call authority for Utilities operations at all times**
- Responds to and directs after-hours emergencies, including:
 - Water main breaks
 - Major leaks or pressure losses
 - Service outages
 - Regulatory or public health incidents
- Authorizes staffing, equipment use, and emergency expenditures as needed
- Coordinates emergency response with Police, Fire, Public Works, and Town Administration
- Ensures post-incident documentation, reporting, and corrective follow-up

Personnel Management

- Supervises and evaluates Utilities Supervisors and departmental staff

- Exercises final authority or senior recommendation regarding:
- Hiring, promotion, and termination decisions
- Major disciplinary actions
- Training, certification, and compliance standards
- Determines emergency staffing and after-hours call-back needs
- Ensures adequate staffing levels for operational and regulatory compliance
- Promotes a culture of safety, accountability, professionalism, and teamwork

Budget and Financial Management

- Develops and administers the Utilities Department operating and capital budgets
- Monitors expenditures and ensures fiscal accountability
- Approves overtime and emergency response costs
- Authorizes emergency purchases or services as necessary
- Participates in capital improvement planning and long-term financial forecasting

Regulatory Compliance and Safety

- Ensures compliance with all applicable local, state, and federal water utility regulations
- Oversees inspections, corrective action plans, and regulatory reporting
- Maintains compliance with ORC requirements and certification standards
- Ensures department-wide adherence to safety rules, procedures, and best practices

Community and Interdepartmental Relations

- Serves as the Utilities Department representative during major incidents or extended service disruptions
- Communicates service impacts and corrective measures to Town leadership
- Coordinates with other Town departments to ensure integrated operations
- Addresses escalated customer concerns related to water utility services

Qualifications and Requirements

Education and Experience

- Seven (7) to ten (10) years of management experience in a municipal utilities or public infrastructure environment, with supervisory experience preferred

- Bachelor's degree preferred; equivalent combinations of education, experience, and certifications may be considered

Licenses and Certifications

- **Valid North Carolina Commercial Driver's License (CDL) required**
- **North Carolina Water Distribution Operator Certification – C-Distribution (required)**
- **North Carolina Water Treatment Operator Certification – C-Well (required)**
- Must meet and maintain qualifications necessary to function as **Operator in Responsible Charge (ORC)** under North Carolina regulations
- Additional technical, supervisory, or utility-related certifications preferred as applicable

Knowledge, Skills, and Abilities

- Thorough knowledge of municipal water utility systems, operations, and maintenance practices
- Strong understanding of state and federal regulatory and ORC compliance requirements
- Ability to plan, organize, and direct staff while effectively delegating authority and responsibility
- Excellent communication, analytical, problem-solving, and decision-making skills
- Ability to interpret technical documents including maps, manuals, plans, blueprints, and schematics
- Ability to operate and oversee the operation of utility-related equipment and machinery

Physical Demands and Work Environment

- Work involves a combination of office duties and field responsibilities
- Requires ability to respond to emergency calls at any time
- May involve exposure to hazardous environments, confined spaces, and adverse weather conditions
- Requires physical ability to inspect job sites, operate equipment, and direct emergency operations

Benefits

- Membership in the North Carolina Local Government Employees' Retirement System (LGERS)
- Medical, dental, vision, and life insurance coverage
- Vacation leave, sick leave, and paid holidays
- Supplemental retirement options and professional development opportunities

About the Town of Mount Olive

The Town of Mount Olive is an Equal Opportunity Employer committed to fostering a diverse and inclusive workforce. The Town values diversity and inclusion as essential elements of organizational success and strives to maintain a respectful, equitable, and supportive workplace.

Disclaimer

This job description describes the general nature and level of work performed by employees in this position. It is not intended to be an exhaustive list of all duties, responsibilities, or qualifications. The Town of Mount Olive reserves the right to modify, supplement, or assign additional duties as necessary.

Pay: \$66,000.00 - \$76,000.00 per year

Benefits:

- 401(k) matching
- Dental insurance
- Health insurance
- Life insurance
- Paid time off
- Professional development assistance
- Retirement plan
- Tuition reimbursement
- Vision insurance

Work Location: In person