



Water Resources Director - Open Until Filled (first screening 4/20/15)



Welcome to The City of Asheville! With a population of 83,393, Asheville comprises an area of approximately 45.2 square miles in Western North Carolina. The City is the county seat of Buncombe County, the largest city in Western North Carolina and the eleventh largest city in the State. Asheville is the regional center for manufacturing, transportation, health care, banking, professional services, and shopping.

Nestled between the Blue Ridge and Great Smoky Mountains, Asheville is known for its natural beauty. The city's rich architectural legacy, with its mix of Art Deco, Beaux Arts and Neoclassical styles, is the perfect backdrop to the energy that emanates from the locally owned-shops and galleries, distinctive restaurants and exciting entertainment venues.

Asheville is also home to the Biltmore Estate, an 8,500-acre estate built by George Vanderbilt and completed in 1895. There are plenty of outdoor recreation opportunities, including the Blue Ridge Parkway, national and state forests, and white water rafting. As a focal point for tourism in the region, Asheville is home to an assortment of historical landmarks, a municipal civic center for performances and exhibitions, museums, shops, restaurants, local breweries, and musical venues. In recognition of its status as a renowned tourist destination, Asheville was named one of 12 must-see travel destinations in the world by Frommer's travel guides.

Our Water Department

It's very easy to see why our drinking water is considered some of the finest available anywhere in the United States. Our primary source of water is located in Black Mountain in eastern Buncombe County where the water flows from pure mountain springs and streams into lakes known as the North Fork and Bee Tree Reservoirs. They are located in Black Mountain and Swannanoa, respectively. These pristine lakes are surrounded by 20,000 acres of highly protected mountain forests owned by the City of Asheville. Our secondary source of water is the Mills River, which was put into operation in late 1999. The Mills River Watershed is very different from our watershed in the east; however, it still provides an excellent source of water. The watershed covers 47,440 acres in Henderson and Transylvania Counties, with approximately 75 percent of the watershed being in the Pisgah National Forest. It is a mixture of forest, farmland, and low density development. Although the Mills River is not pristine, it has the advantage of providing our region with a natural resource that has multiple uses, including being an invaluable drinking water source, trout fishery, fish and wildlife habitat, and recreational resource. The City of Asheville water system consists of 3 water treatment plants, approximately 1,674 miles of water lines, 64 pumping stations, and 35 storage tanks. Each day, our water system delivers an average of 19.9 million gallons of water to over 125,000 people in Asheville, Buncombe County, and Henderson County.

The department is customer driven and employee focused including 146 authorized positions in six divisions: Administration, Water Production, Water Maintenance, Meter Services, Customer Service, and Water Engineering. The budget of over \$35 million operates as an enterprise fund. Asheville's Water System is unique in a variety of ways. The city's Capital Improvement Fee generates approximately \$6.5 million annually, which is dedicated to maintaining the water system.

Vision

The Water Resources Department strives to be the innovative leader in the water utility industry. Using the concept of continuous improvement, the department accepts the challenges of providing regional customers with water to enhance their quality of life, serving as stewards over the most vital of all natural resources, and empowering department employees to meet customer needs by providing the finest drinking water in the United States at competitive prices.



Accolades

- Livability.com's second-annual ranking of the 100 best small- to mid-sized cities in the U.S. included Asheville in the #12 slot. (September 2014)
- USA TODAY selected Asheville as one of the top "Southern Literary Destinations." (August 2014)
- Rhubarb and Curate were recently featured in round-ups of the best restaurants in the South by CNN.com and Food Republic. (August 2014)
- In a bracket-style vote, Outside Magazine readers picked Asheville as one of this year's "Best Towns Ever." (August 2014)
- Readers of Condé Nast Traveler voted Asheville #10 among the "2014 Friendliest Cities in the U.S." (August 2014)
- Real Estate Scorecard recognized Asheville as the "Most Beautiful Place in America to Live and More." (July 2014)
- Departures called Asheville "The Biggest Little Culinary Capital in America." (June 2014)

Our Government

The City of Asheville, which was incorporated in 1797, operates under a Council/Manager form of government. The seven-members of City Council are elected at-large for staggered terms of four years. City Council, which acts as the City's legislative and policy-making body, selects the City Manager, who is the City's Chief Executive Officer and is responsible for implementing the policies and programs adopted by the City Council. The City's 1,100-person workforce provides a high level of City services including fire and police protection, planning, water, economic development, development services, public works (streets, sanitation, and stormwater services), parks and recreation, transportation.

The Position

The position of Water Resources Director is appointed and reports to the City Manager (with day to day supervision by an Assistant City Manager). The Water Resources Director performs highly technical and

professional work as administrative department head. The position will provide leadership and direction to the six divisions; Administration, Water Production, Water Maintenance, Meter Services, Customer Service, Water Engineering.

The Water Resources Director is not covered by the Civil Service Law. The vacancy was created by the retirement of the incumbent after over six years of service in the position.

The Ideal Candidate

The ideal candidate will have a strong combination of technical and professional management skills with experience in both water production and water operations. The ideal professional background, qualifications and characteristics for the Water Resources Director include:

- Strong leadership and supervisory skills including excellent communication skills with the ability to deliver a clear understanding of the unique needs of different and diverse audiences.
- Organizational savvy with an expertise in managing complex policies, processes, and people-related organizational dynamics.
- Strong skill in building customer relationships and delivering customer-centric solutions.
- Embracing a strategic mindset with an ability to see ahead to future possibilities and translating them into innovative and breakthrough strategies.
- Experience in financial management, budgeting, innovative practices in water operations, and information technology in a utilities environment.
- Experience taking on new opportunities and tough challenges in an action-oriented environment.
- A mind-set of resourcefulness applying knowledge to secure and deploy resources effectively and efficient.
- Driving vision and purpose to motivates others and articulating a vision in a way that others support the possibilities.
- A minimum of six years of progressively responsible experience in utility administration work with a high-level of technical and management responsibility.

Salary

The City of Asheville is offering a competitive salary commensurate with experience and a comprehensive benefits package. Relocation assistance will also be available for a successful out of area candidate. \$89,150 - \$124,811 hiring range negotiable depending on qualifications.

EXAMPLES OF DUTIES:

- Oversight and Policy Guidance for six divisions ensures Asset Management and Best Business Practice programs for the Department, including maintaining a computer-generated Refurbishment and Replacement Program, root-cause analysis data, and financial comparative data for water utility projects.
- Manages departmental asset management program ensuring best management and financial practices are used and infrastructure is maintained.
- Manages and directs performance by identifying appropriate metrics while developing a Departmental Business Plan and a 2-year Work Plan. Uses benchmarking data to compare performance to industry norms.
- Prepares, reviews and recommends annual goals and objectives for the department; ensures completion of any water-related strategic goals which are identified through City Council's strategic goal-setting process.
- Manages and oversees the Departmental ISO 14001 certification, including monthly and quarterly reviews of program and annual third party audits of the department and the environmental management system.
- Manages and monitors Homeland Security for water infrastructure, including security of water treatment plants, pump stations, water lines, and connected features. Determines response to requests for public access and / or information as it relates to system security.
- Manages and maintains departmental computer systems including, but not limited to, integration



of the City's MUNIS universal software system, the MAXIMO work order maintenance system, Meter Services work order systems, and the department's GIS and GPS systems. Maintenance includes locational relations for valve and leak detection and repair, locating assets and mapping of the water system.

- Directs and assists with the selection, orientation, and training of new departmental personnel. Sets criteria for personnel certification programs, career advancement, and personnel evaluations. Monitors annual evaluations for department including annual review of evaluation procedures and makes necessary changes as required. Responsible for personnel disciplinary actions.
- Manages travel requests for training and other reasons.
- Develops and prepares various reports, studies, correspondence, and other data pertaining to departmental operations, and submits such reports, studies, correspondence, etc., as required by federal, State, or local regulations, or as requested by the City Manager, or as otherwise deemed appropriate.
- Directs the oversight of compliance with State and federal laws, regulations, rules or ordinances for municipal water systems.
- Manages the meter strategy for large meters (3' or greater) for repair or replacement including analytical data (testing) for lost water and revenue from inaccurate meters.
- Coordinates the preparation of plans and specifications for water system main line installation projects undertaken by the department.
- Manages Customer Service operation including water customer account management, utility billing, adjustments for leaks, inaccurate meters, and benefit of doubt situations. Manages development of fees and charges. Responds to customer complaints regarding water account management.
- Manages the development of Water Master Planning and Capital Improvement Planning to address the critical needs of the water system. Establishes the annual construction projects and budgets to meet the challenges of the water system and the repair and replacement of assets.

- Develops and manages department-wide safety programs to meet State and federal standards and protect the City of Asheville workforce.
- Develops and manages the Emergency Planning for the department to prepare response to emergencies or unusual situations.
- Directs State-mandated backflow and cross-connection programs guaranteeing proper backflow devices are maintained for commercial and irrigation meters within the water system.
- Manages and monitors annual continuing education units for backflow inspectors, plumbers, and wear utility contractors performing backflow and cross-connection inspections on backflow devices, including maintenance of backflow device database.
- Reviews engineering plans and specifications as required.
- Reviews and approves Letter of Commitment water approvals for all major private water system upgrades and new water installations.
- Monitors budget reports on a daily, weekly, and monthly basis.
- Directs the preparation of the annual departmental operating budget proposal.
- Responsible for outreach to divisions to communicate City-wide initiatives, policies, and strategies; and to communicate departmental initiatives, policies, and strategies.

QUALIFICATIONS:

Bachelor's degree in public administration, civil engineering, business administration or a related field (with a master's degree in public administration or registration as a Professional Engineer strongly preferred), and 6 to 9 years of progressively responsible utility administration or related experience; and/or any equivalent combination of training and experience required to perform the essential position functions.

The possession of a valid North Carolina driver's license will be required or the ability to obtain one upon relocation.

KNOWLEDGE, SKILLS & ABILITIES:

- Thorough knowledge of the principles and practices of utilities administration as applied to the design, construction and maintenance of a wide variety of municipal public works facilities.
- Thorough knowledge of the administrative practices and procedures relative to water resources and public utilities management.
- Thorough knowledge of the occupational hazards and proper safety precautions of utilities installation and maintenance work.
- Considerable knowledge of the financing sources and programs available through State and federal funding agencies for utilities projects.
- Considerable knowledge of the principles and practices of supervision, organization and public administration.
- Considerable knowledge of the current literature, trends and development in the field of public utilities administration.
- Ability to use current technology, including popular computer-driven word processing, spreadsheet and file maintenance programs.
- Ability to plan, assign and coordinate the work of a large professional and technical staff.
- Ability to prepare a budget and monitor department expenditures.
- Ability to prepare clear and comprehensive financial, administrative and analytical reports.

- Ability to effectively express ideas orally and in writing.
- Ability to establish and maintain effective working relationships with municipal, City and State officials, developers, contractors and as otherwise necessitated by work assignments.

How to Apply

Application review will begin on April 20th so do not delay and miss this opportunity! Apply online at www.ashevillenc.gov/jobs. Questions should be directed to Rick Conner at (915) 227-7002 or Colin Baenziger at (561) 707-3537 of Colin Baenziger & Associates.

The Process

Applicants will be screened beginning the week of April 20th. On-site interviews of the finalists are scheduled for May 28th and 29th with a selection shortly thereafter.

Confidentiality

Applicants' names will be kept confidential until finalists are named. A meet and greet will be held with staff and department directors as part of the evaluation and interview process. At that point, your name will become public.

COLIN BAENZIGER  ASSOCIATES
EXECUTIVE RECRUITING

North Fork Water Plant

