



# Department of Water Management

Invites your interest in the position of  
Assistant Director



*Lake Michie  
Dam*



*Durham's New  
Water  
Management  
Facility*



THE ASSISTANT DIRECTOR WILL BE PIVOTAL  
IN LEADING THE DEPARTMENT'S  
COMPLIANCE, COMMUNITY  
OUTREACH/COMMUNICATION, AND LONG-  
TERM WATER RESOURCE PLANNING EFFORTS.

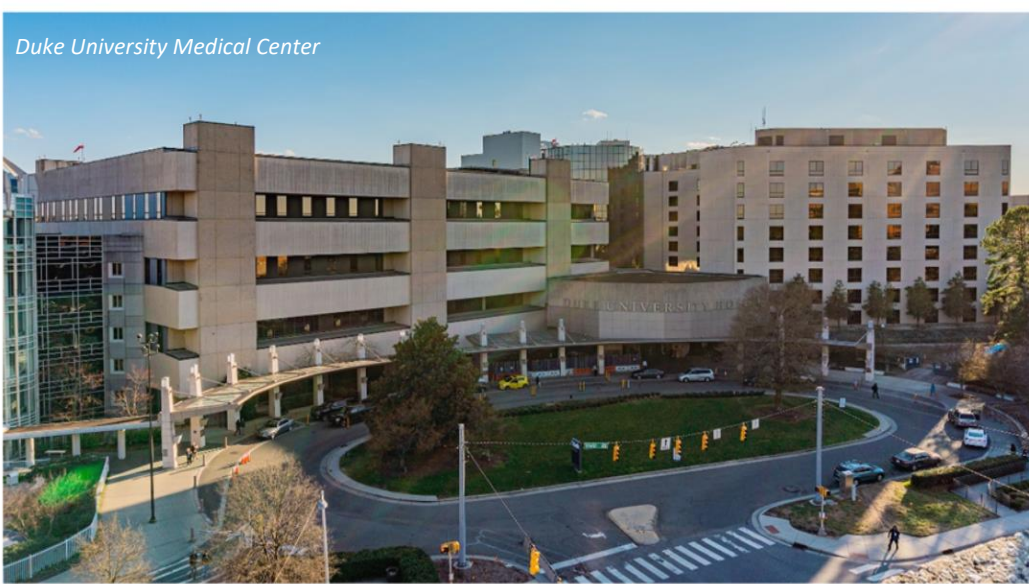
expectations on the Water Management department and uphold high expectations and accountability of quality customer service delivery. The department desires a visionary leader with the natural ability to anticipate and forecast the needs of his/her supervisor, peers and other stakeholders and be proactive in meeting these needs. The **Assistant Director** will demonstrate outstanding project management competencies, lead with a customer service focus, and effectively coordinate with all internal departments in the city, external stakeholders, etc. for all projects including planning and funding the renewal and replacement of the City's aging water/wastewater infrastructure and the DWM's asset management program.

### About the Community:

Durham County, located in the Research Triangle Region of North Carolina, is home to Research Triangle Park (RTP) and is one of the most economically competitive regions in the world. Within Durham County boundaries, there are six townships, seven unincorporated communities, two census designated communities, and parts of two Towns (Chapel Hill and Morrisville). With the City of Durham as the County seat, the County is inclusive of both urban and rural settings and must strive to balance the needs of its community members. Research and development from the region's major research institutions, and many private



Duke University Medical Center



and federal labs, have fueled business and economic growth in Durham County and have made the region a world leader in life sciences, information technology, and clean technology. In fact, RTP, which continues to grow, is a 7,000-acre special county research and production district that houses more than 170 major research companies employing 39,000 full-time employees and 10,000 contract workers.

Consistently ranked among the top places to live, work and play, Durham is a magnet for talent, which helps attract innovative companies working in high-growth industries. Durham, the "City of Medicine," has long been known for world-class medical facilities, including top-ranked Duke University Medical Center, and an industry-leading pharmaceutical sector.

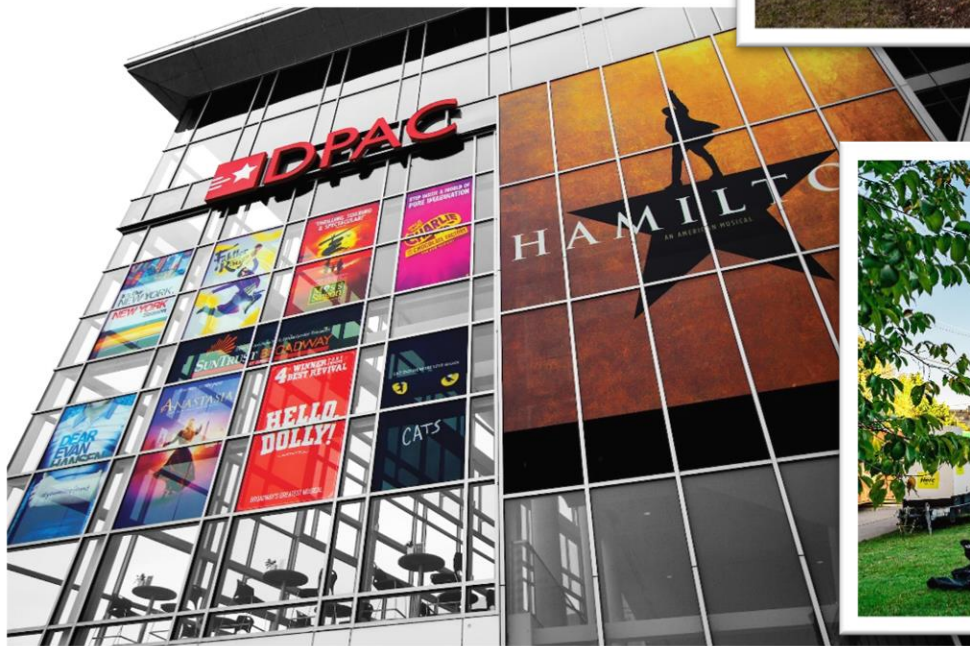


The healthcare industry in Durham County includes more than 300 medical and health-related companies and medical practices with a combined payroll that exceeds \$1.2 billion annually. More recently, Durham County has become a hotspot for entrepreneurs and high-tech startups, propelled by the launch of American Underground, a startup incubator and accelerator and the Durham Innovation District that is a planned, mixed-use residential/retail/lab and workspace in Downtown Durham. Durham boasts a premier performing arts center and the Durham Bulls AAA baseball team. In addition to Duke University, Durham is home to North Carolina Central University, the nation's first public Historically Black College and University, now a major center for biotech and bio-manufacturing R&D, and Durham Technical Community College, a key partner in preparing a competitive workforce. Private investment is flourishing, redeveloping former tobacco and textile warehouses and historic buildings into exciting, mixed-use developments filled with diverse and popular housing options, restaurants, artist studios, retail spaces and small businesses.

The population of Durham County is over 320,000 and highly diverse. Much of Durham County's growth occurred within the City of Durham where most of the County's community members reside. The County's population grew from 267,587 to 324,833 during the period 2010-2020, representing a decade-long increase of more than 20%. Current expectations are that the population is projected to grow by 30% by 2050. Centrally located, Durham County is a few hours' drive from the beautiful North Carolina coast to the East and the Appalachian Mountains to the West.



Durham Performing Arts Center





# DURHAM ACCOLADES

## Downtown Durham's Award-Winning Offerings



**Most  
Accomplished  
Franchise  
in 2010s**

**BEST FOOD  
CITY 2019  
in America**  
thrillist



**2020  
TOP 5  
THEATER  
in America**

**North Carolina Library Director's  
Association Awards**

NC Public Library Directors  
Awards for Durham Library  
Programming and Public  
Relations



**American Heart Association  
Mission:Lifeline<sup>®</sup>  
EMS**

EMS Gold Plus Recognition from  
American Heart Association  
Mission Lifeline Program



**Alliance  
for Innovation**

Innovate Durham Named  
Winner of J. Robert Havlick  
Award for Innovation in Local  
Government



**Public  
Technology  
Institute**

**CompTIA**

National Tech Savvy Award

digital communities



Digital Counties Leader for Best  
Practices by NACo and Center  
for Digital Government.

Public Technology Institute  
Solutions Award to DSS/IT for  
using Predictive Analytics



NACo Achievement Award for  
Interpreter Request Service  
App for Public Health



Willis Young Memorial Award  
on the Front Lines of Violence  
for Project Build



The 21 most spectacular  
theaters in the U.S.



**NRPA** National Recreation  
and Park Association  
Because everyone deserves a great park

Durham Earns National  
Accreditation  
in Parks and Recreation



#4 - North Carolina  
Central University  
10 Best Online Colleges  
for a Bachelor's Degree  
in Hospitality



**Arbor Day  
Foundation<sup>®</sup>**

Duke named  
Tree Campus USA  
for 11th Year

**smartasset<sup>™</sup>**

#6 - Durham-Chapel Hill  
among top places  
for women homebuyers



The country's best gin  
is closer than you think



**MATADOR  
network**

The 15 most important  
LGBTQ landmarks  
in the US

**marie claire**

Trust us, you'll want  
to bump this hip  
southern city  
to the top  
of your list.



**MILKEN  
INSTITUTE**

#4 in High Tech GDP  
concentration



NC delicacies nab  
Good Food Awards  
for the best in craft beer,  
cheese, pork and chocolate

**THRILLIST**

2019 Best Food City in  
North Carolina



Earnhardt Jr., Love III  
headline 2019 North  
Carolina  
Sports Hall of Fame  
class

**smartasset<sup>™</sup>**

The Best Cities for Women  
in Tech in 2019

**ecophiles**

Top 8 Farmers' Markets to Visit  
Across America



Historic Hotels of America -  
21c Museum Hotel



Readers' Choice Airport  
Awards: RDU International  
Airport

## About the Organization:

The City of Durham operates under a Council/Manager form of government. The City Manager along with three Deputy City Managers lead approximately 2,500 employees working across 25 departments. The City has a [FY23 general operating budget](#) of \$570 million, AAA bond ratings, and a tax rate of 55.17 cents (per \$100 assessed value) generating a tax bill of \$1,291 on a house valued at \$233,927, which is the latest median house value for the City of Durham. The City's day-to-day management and plan for future growth is managed by its [Strategic Plan Durham: What's Next?](#) which includes in its vision the desire to make Durham a great place to live, work and play.



Compliance Services Building

A 2021 Resident Survey indicates that 84% of respondents rated the city as an excellent or good place to live while 79% are satisfied with the overall quality of life in their neighborhood. Initiatives in the strategic plan have set a high bar to increase those percentages over time and to achieve Council goals of: Shared Economic Prosperity, Creating a Safer Community Together, Connected, Engaged and Diverse Communities, Innovative & High Performing Organization, and Sustainable Natural and Built Environment.

The city prides itself on community engagement and offers multiple ways for the community to become involved and stay informed from 27 Advisory Boards and Commissions, to state of the art communication tools such as an open data Web platform, and social media, to community surveys. Learn more about the City of Durham [here](#).

## About the Position:

The City of Durham's Department of Water Management (DWM) maintains the City's pipes, plants, and facilities and provides essential services. With a budget of \$58 million, and over 380 water professionals, the department delivers pure, clean drinking water to the people of Durham 24 hours a day, seven days a week, 365 days a year. Quick response teams fix water main breaks, sewer overflows, and other emergencies. DWM also treats used water at reclamation facilities before safely returning it to the environment.

THE DEPARTMENT'S STRATEGIC EFFORTS HAVE RESULTED IN RECENT NOTABLE ACCOLADES INCLUDING THE FOLLOWING:

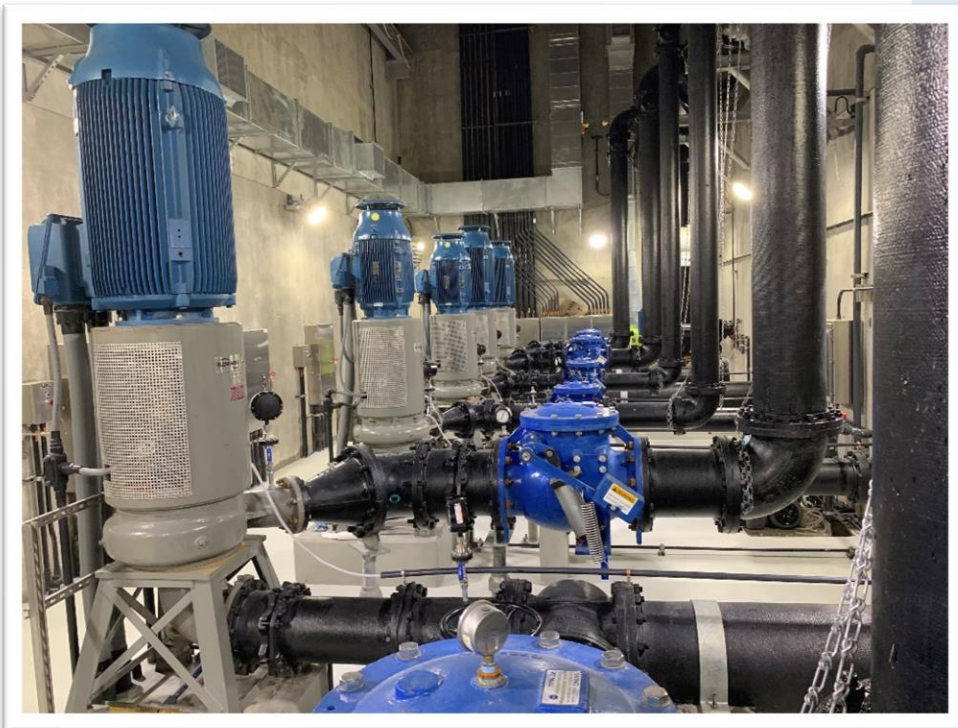
- DURHAM WATER NAMED **BEST TASTING WATER IN NORTH CAROLINA FOR 3<sup>RD</sup>** CONSECUTIVE YEAR – NOVEMBER 2021
- DURHAM DEPARTMENT OF WATER MANAGEMENT NAMED **WATERSENSE PARTNER OF THE YEAR** – FALL 2022 (FOR THE 6<sup>TH</sup> CONSECUTIVE YEAR)





One hallmark of Durham's Department of Water Management is the University of Water Management staff development program. This position will be a champion and advocate of this program. Additionally, the successful candidate will serve as the department liaison on the Durham Environmental Affairs Board.

Overseeing a budget of \$11M and several divisions with 67 staff members, this **Assistant Director** will be one of three Assistant Directors for the Department of Water Management. The Assistant Directors work collaboratively to provide leadership, direction, and support for Water Resources Planning (including water efficiency and conservation), Laboratory, Industrial Waste Control, Utility Finance and Customer Billing Services, and administrative support for the Department of Water Management. The **Assistant Director** oversees the department's administration division operations including direct supervision of the administrative staff and works with 7-8 direct reports who oversee division operations including customer billing. This **Assistant Director** will have the most outward facing responsibilities with the oversight of customer billing, public communications, water conservation, and industrial pretreatment.



*Southeast Regional Lift Station Pumps*

The **Assistant Director** will have the exciting opportunity to work with staff, consultants, external agencies, stakeholders, and the public to develop and implement effective water resource management plans for the City of Durham. Furthermore, the **Assistant Director** will focus on enhancing protection of the Falls Lake and Jordan Lake watersheds – both safe and reliable sources of water for the city, especially during droughts.

## Key Priorities for the next Director include:

- Develop a culture of teams and collaborative leadership across divisions, City departments, and with external stakeholders while addressing issues that impact morale, and access to training and career development opportunities.
- Strategically and proactively evaluate internal and external communications to establish consistent, reliable, and transparent messaging to staff and community alike.
- Lead the departments training, integration, and compliance efforts for new lead and copper regulations as well as evaluating other programs related to contaminants and regulated substances.
- Ensure diversity among employees who have the training and continuing education to be maximally effective in current and future positions as a part of ongoing performance excellence and succession.
- Evaluate and propose best practice solutions for improving customer service including developing public education initiatives to inform citizens and elected officials about water resource issues.

## The Successful Candidate:

- a silo breaker committed to working with the other Assistant Director's to build a cohesive team throughout the department as well as to developing individual employees;
- proactive in building collaborative external relationships with City and County departments, developers, engineers, architects, community and business leaders to effectively meet City goals and building internal relationships within the Department of Water Management as well as other City departments;
- adept at developing an excellent customer service culture for internal and external customers while supporting and advocating for employees and the department;
- experienced in proactively leading water utilities strategically, not just operationally and reactively;
- knowledgeable of water conservation and the appropriate use of the wastewater management system and will evaluate and make changes to improve water conservation;
- outstanding at public relations, community engagement and the ability to interact with people from diverse backgrounds;
- knowledgeable of theory, principles, practices, and techniques of water and wastewater utilities;
- knowledgeable of applicable federal, state and local law, codes and regulations governing the administration of public utilities functions and activities, including interlocal service agreements and public administration in general;
- an experienced project manager who is adept at overseeing utility-related projects;
- resourceful in finding or developing innovative solutions to meet workload demands with reduced staff in a tight budget climate;
- an effective listener who seeks input from relevant parties, realistically assesses plans and consistently communicates;
- a principled leader who values accountability while holding realistic and fair expectations of self and others;
- an effective communicator, including one-on-one communications, small groups, and public speaking, who confidently and persuasively engages citizens, community groups, staff, and elected officials; and,
- a lifelong learner who maintains knowledge of trends and initiatives regionally and nationally.

Williams Plant  
Reservoir



## QUALIFICATIONS

A Bachelor's Degree in Civil Engineering, Public Administration, Hydrology & Water Management, Environmental Engineering or related field **is required**; Master's Degree preferred. At least 9 years of experience in upper-level management with a minimum of 5 years of budget development/management experience **is required**; or any equivalent combination of education, training, and experience. Certified Professional Engineer (PE) and/or Water/Wastewater related certifications is highly desired, but not required. The city prefers candidates with utility experience serving over 50,000 customers. Must possess a valid driver's license.

## Salary:

The anticipated hiring range for this position is \$110,000-\$135,000 depending on qualifications and experience. The City of Durham offers a [comprehensive benefits package](#) including a comprehensive wellness program. The normal work week is 37.5 hours with required attendance for after-hours community meetings as needed.

## To apply, please visit

<https://www.governmentjobs.com/careers/developmentalassociates> and click on the **Assistant Director –Department of Water Management, City of Durham, NC** title. To learn more about the selection process, visit <https://developmentalassociates.com/client-openings/>, select “Client Openings” and scroll down to “Important Information for Applicants.” All applications must be submitted online via the Developmental Associates application portal – NOT the City Employment Application portal, nor any other external website; it is not sufficient to send only a resume. Resumes and cover letters must be uploaded with the application. Applicants must apply by October 2, 2022. Successful semi-finalists will be invited to participate in virtual interviews and skill evaluation on November 1-2, 2022. Candidates are encouraged to reserve these dates for virtual meetings should they be invited to participate. All *inquiries* should be emailed to [hiring@developmentalassociates.com](mailto:hiring@developmentalassociates.com). The City of Durham is an Equal Opportunity Employer.

The recruitment and selection process is being managed by Developmental Associates, LLC.



American Tobacco District - Downtown Durham

Historic Durham Bulls Stadium

Sarah P. Duke Gardens

## City of Durham Benefits

- Vacation and Sick leave
- Holidays: 11 -13 days per year
- Military Leave (two weeks paid leave per year)
- Medical, Dental, Vision & Supplemental Life Insurance
- State and City retirement plans
- Short and long-term disability plans
- Paid temporary disability leave for specified conditions
- City contribution of 13.04% into the N.C. State Retirement System
- Paid funeral leave
- Employee Assistance Program – personal and family counseling
- Paid life insurance equal to annual salary
- 48 hours for volunteer work each year\*
- Four hours parental leave each year
- Workman’s Compensation Insurance
- 457 Deferred Compensation Plans

\*Contingent upon completion of one year of employment