



CITY OF
DURHAM

Invites Your Interest in the Position of

GENERAL SERVICES DIRECTOR

Executive Leadership Opportunity | \$355M Capital Program | Stewardship of Durham's Built Environment





- Are you a leader who enjoys running large, complex operations and working in public service?
- Are you comfortable leading multiple teams and ensuring work gets done well, on time, and within budget?
- Are you motivated by shaping the places where people live, work, gather, and connect—and leaving them better than you found them?
- Do you have experience with delivering projects with an outcome mindset, while collaborating with consultants, partners, and identified community stakeholders?

The Opportunity:

- \$355M Capital Improvement Program across 114 projects
- Oversight of 124 FTEs and ~\$21M operating budget
- Stewardship of 1.6M+ SF of City facilities
- Direct influence on civic spaces, facilities reliability, and public trust

The City of Durham is seeking a **General Services Director** to provide executive leadership for the stewardship of City facilities, property, and public spaces. The **General Services Director** isn't just a department head; the successful candidate will be the custodian of Durham's future and a primary architect of the city's physical identity. This is a rare opportunity.

The General Services Department plays a critical role in supporting Durham's quality of life and economic vitality by managing the City's built environment through strategic planning, facilities operations, and capital project delivery. The **General Services Director** oversees a diverse range of services—from building design and construction to facilities maintenance, landscaping and urban forestry, cemeteries, real estate services, cultural and public art programs, and sustainability initiatives—that support the City's physical assets.

About the Community:

The City of Durham — a growing and forward-thinking community — is located in the Research Triangle Region of North Carolina. The City of Durham is the County seat of Durham County. The City is grounded in research and development from the region's major research institutions, and many private and federal labs, have fueled business and economic growth and have made the region a world leader in life sciences, information technology, and clean technology.

Consistently ranked among the top places to live, work, and play, Durham is a magnet for talent, attracting 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 practices, with a combined payroll exceeding \$1.2 billion annually.

General Services leads capital delivery across public facilities citywide. Rendering is future Fire and EMS Station 19.



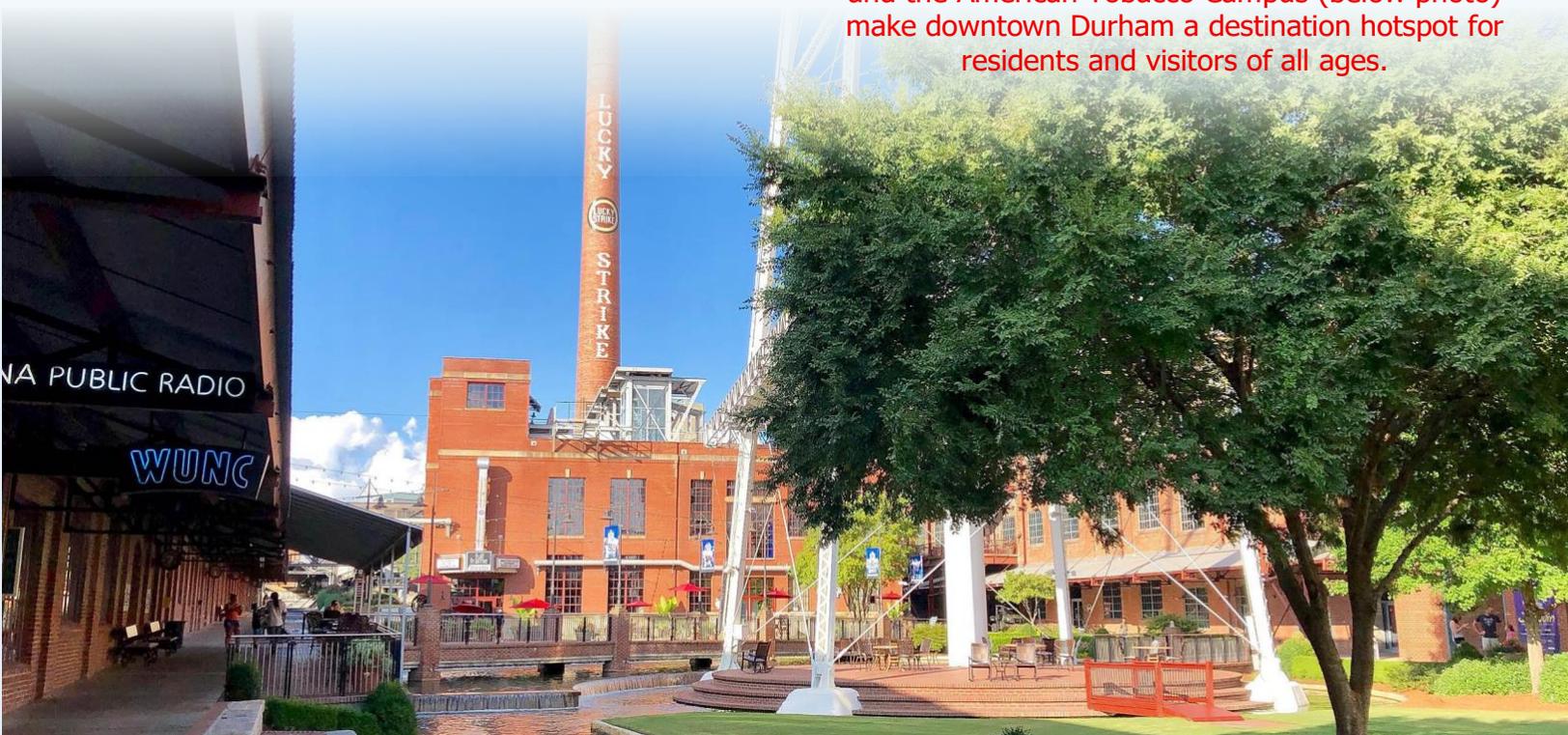
More recently, Durham County has become a hotspot for entrepreneurs and high-tech startups, propelled by the launch of American Underground, a startup incubator, and accelerator and the Durham Innovation District, a planned, mixed-use residential/retail/lab and workspace in Downtown Durham. Durham boasts 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 the City of Durham is [317,467](#) 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, the City of Durham is a few hours' drive from the beautiful North Carolina coast to the East and the Appalachian Mountains to the West.

Delivering complex civic facilities that serve Durham residents today and for generations.



The Durham Performing Arts Center, operated by Durham (top photo), the Durham Bulls AAA baseball team, stadium operated by Durham (middle photo) and the American Tobacco Campus (below photo) make downtown Durham a destination hotspot for residents and visitors of all ages.





DURHAM ACCOLADES

TOP ACCOLADES FOR DURHAM (2024 – 2025)

- Organizational Excellence: Durham Voted #15 Best Run City in America
- Best Places to Live: Livability.com named it one of the best places to live in the U.S. in 2025.
- Business & Growth: Ranked #3 Best Place to Start a Business (Lending Tree)
- Business & Growth #3 in 2024 Economic Growth Performance (Raleigh-Durham).
- Housing & Livability: Ranked #4 Hottest U.S. Housing Market and #7 for Gen Z to become homeowners.
- Workforce: Ranked #7 for Best Cities for Working Women in 2025 (Elevate Leadership).
- Food & Culture: Recognized as a top 25 most underrated destination by CNN Travel.
- LEED Gold Certification: The City and County achieved LEED Gold certification for Cities and Communities, a first-of-its-kind multi-jurisdictional designation.
- Digital City: The City of Durham is consistently recognized as a top 10 Digital City by the [Center for Digital Government](#).
- Health: [Durham County Government](#) was named one of the healthiest employers in the Triangle.
- [Discover Durham](#) website offers an additional list of accolades plus an informative video.

Durham by the Numbers

- **Population: 317,000+**
- **Growth projection: +30% by 2050**
- **City workforce: 2,600+**
- **Operating budget: \$772M**



About the Organization:

The City of Durham operates under a council-manager form of government, led by a seven-member City Council consisting of the Mayor and six Council members who establish policy and appoint a City Manager to oversee daily operations. The City Manager, along with three Deputy City Managers and one Assistant City Manager, leads more than 2,600 employees working across 26 departments that serve approximately 286,000 residents.

The City's [FY 2025–2026 general operating budget](#) totals \$772 million, representing an 8% increase over the previous fiscal year. The budget is supported by a property tax rate of 43.71 cents per \$100 of assessed value, which funds community safety, employee compensation, and infrastructure projects. This rate reflects a 5.48-cent increase over the revenue-neutral rate, driven in part by a \$200 million voter-approved bond to support investments in parks, sidewalks, and streets.

The City's day-to-day operations and plan for future growth are guided by its [Strategic Plan, Durham: Level Up Durham](#), which was updated in 2024 and guides how the City serves its residents, invests in its future, and creates opportunities for all.

A [2025 Resident Survey](#) indicates nearly 84% of respondents rated the city as an excellent or good place to live, while nearly 79% say it is a great place to work. 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, social media, and community surveys.

Learn more about the City of Durham [here](#).

General Services ensures safe, reliable and welcoming public buildings and spaces.



About the Department and Position:

This role combines executive leadership, capital delivery accountability, and visible public stewardship. Reporting to the City Manager's Office, the **General Services Director** leads one of the City's most complex operational departments, with responsibility for the stewardship of City facilities, property, and public spaces. This position also serves as a visible representative and principal advisor to City leadership, the City Council, boards and commissions, partner agencies, and the public.

The **Director** oversees day-to-day operations and long-range planning for the City's physical assets, including deferred maintenance and CIP, and provides leadership to a workforce of 124 employees with an operating budget of \$21 million. The **Director** sets departmental direction and ensures City priorities are advanced through effective governance, policy development, and performance management. In addition to overseeing the City's physical assets and related services, this role provides executive oversight of the City's partnership with [Keep Durham Beautiful](#)—an initiative that engages residents in volunteer-driven efforts to maintain clean, green, and welcoming community spaces—ensuring alignment, accountability, and shared outcomes.

Durham is at a pivotal crossroads of growth. The General Services Director will take the helm of a massive \$355 million Capital Improvement Program, leading 114 diverse projects that range from revitalizing civic spaces to expanding the city's cultural and public art footprint. The Director isn't just managing assets, but building the landmarks that define Durham for generations. **A list of highlighted construction projects currently underway or recently completed by the Department can be found [here](#).**

If you are a leader who values technical excellence as much as human connection, this is your stage. You will lead a dedicated team of professionals—from urban foresters to architects—fostering a culture of fairness, transparency, and internal growth. Your work in sustainability and energy management will directly contribute to a more resilient, high-performance municipal environment. Learn more about the Department [here](#).

Key Position Priorities:

- Strengthen project delivery outcomes by engaging consultants and partners through structured feedback and focus groups to improve processes, accountability, and results on future capital projects.
- Review and realign departmental services and resources to improve efficiency and collaboration across teams and divisions, ensuring standard operating procedures, key performance indicators, peer benchmark metrics, and accountability.
- Develop a clear and consistent project communications approach that provides internal clients and the public with timely updates on milestones, phase changes, impacts, and progress.
- Rebalance leadership and operational support by giving managers and supervisors equal access to decision-making, strengthening support for operations staff, and focusing on the everyday services residents rely on most.
- Prepare the Department for the city's current and future growth by embracing technology and systemization with innovation and creativity, fostering a culture of what's next.
- The next Director will be expected to lead the department through a period of growth, systemization, and elevated public expectations.

Minimum Qualifications:

- Bachelor's degree in engineering, architecture, construction management, business/public administration, or a related field.
- Ten (10) years of progressively responsible leadership experience in one or more of the following: facilities/asset management, capital program delivery, real estate portfolio management, or public-sector infrastructure operations.
- Demonstrated experience managing large budgets, complex vendor/consultant contracts, and multi-disciplinary teams.

The Successful Candidate:

- Leadership & Culture
 - Leads with a collaborative and approachable style, creating an environment where people feel respected, supported, and encouraged to do their best work.
 - Builds on the strengths and abilities of staff, recognizing talent across the organization and empowering teams to contribute meaningfully.
 - Demonstrates open-mindedness and self-awareness, remaining receptive to new ideas and constructive feedback from staff.
 - Approaches leadership with patience, emotional intelligence, and sound judgment, remaining calm and thoughtful in challenging situations.
- Financial & Operational Acumen
 - Holds a track record of excellence in departmental financial management, including operating and capital budgets, financial forecasting, and expenditure oversight.
 - Brings strong financial acumen, with the ability to manage resources responsibly while motivating staff to meet performance expectations.
 - Holds underperformance accountable in a fair, consistent, and respectful manner, addressing issues directly while maintaining professionalism.
- Political & Community Leadership
 - Demonstrates strong political acumen, building productive relationships with elected officials, partners, and stakeholders while navigating complex governance environments.
 - Understands the importance of timely, reliable project delivery and prioritizes service-level responsiveness across all functions.
 - Communicates clearly, concisely, and openly, ensuring expectations are understood, and information flows consistently throughout with external stakeholders and within the organization.
- Change Management
 - Leads organizational change with intention and empathy, helping teams navigate transition while maintaining trust, clarity, and stability.
 - Makes timely, well-reasoned decisions, balancing input and collaboration with clear accountability.
 - Listens actively to employees at all levels, values their perspectives, and incorporates diverse viewpoints into decision-making.

Salary and Benefits:

- The anticipated hiring range for these positions is \$145,602 – \$232,962, depending on qualifications and experience. The City offers a [comprehensive benefits package](#), including a comprehensive wellness program. The position includes residency requirements consistent with organizational policies and needs.

To apply, please visit <https://www.governmentjobs.com/careers/developmentalassociates> and click on the General Services Director, City of Durham, NC title.

- All applications must be submitted online via the Developmental Associates application portal (link above) – NOT the organization’s employment application portal or any other external website.
- Resumes and cover letters must be uploaded with the application.
- Applicants should apply by **March 6, 2026**.
- The hiring team will invite successful semi-finalists to virtual interviews and skill evaluations on **April 16-17, 2026**. Candidates are encouraged to reserve these dates for virtual meetings should they be invited to participate.
- Direct *inquiries* to hiring@developmentalassociates.com.

The City of Durham is an Equal Opportunity Employer.

The City of Durham is committed to a fair, transparent, and inclusive recruitment process.

General Services Department runs on teamwork!



Developmental Associates, LLC manages the recruitment and selection process for this position. To learn more about our selection process, visit <https://developmentalassociates.com/client-openings/>, select "Client Openings," and scroll down to "Important Information for Applicants."