



ALBEMARLE COUNTY SERVICE AUTHORITY

Director of Maintenance Operations





The Position

Albemarle County Service Authority (ACSA) is seeking their next Director of Maintenance Operations to oversee the distribution and collection systems and the facilities of the ACSA. This position performs administrative and complex technical work overseeing the installation, maintenance, and repair of water and sewer mains, water service lines, pump stations, tanks, buildings, and other physical assets. The Director oversees staff that maintain all the water distribution and sewer collection systems, reviews and signs off on development plans, and helps advise on future capital needs. The position is open because the current Director is retiring after 15 years in the position and 45 with ACSA. The intent is that there will be an overlap with the current Director of Maintenance Operations to ensure an easy transition for the new Director.

Some specific responsibilities include providing leadership of maintenance staff in a way that supports and promotes performance expectations and operational objectives as outlined in the newly adopted Strategic Plan found at serviceauthority.org and as well the Personnel Management Plan. The Director is also responsible for researching and exploring new products, technology, and work practices that will help run the Department operations and staff more efficiently. They need to evaluate system vulnerabilities and preplan and implement existing Emergency Plans and Procedures to meet system needs in system outages or a major event due to a natural or manmade disaster.

Other responsibilities include preparing and monitoring the annual operating budget for the Department and prioritizing and implementing the goals and objectives of the strategic plan. The Director needs to be knowledgeable of changes in the industry standards, specifically with new products and best practices that may benefit the ACSA. It is also important for them to quickly respond to inquiries, complaints, and issues and recommend or initiate appropriate actions. Additionally, the position calculates cost estimates for internal CIP projects and customer-generated requests.

The Director oversees a staff of 34 FTEs and an operating budget in FY 24 of \$ 4.8 million. The position reports to the Executive Director and serves on the leadership team with the Executive Director and the Directors of Engineering, Finance, Human Resources & Administration, and Information Technology.

Priorities

- Develop positive working relationships and gain trust with all the employees in the Maintenance Department, as well as with the Executive Director, Leadership Team, and other departments.
- Learn the system, work practices, and critical issues; engage and build strong relationships with the staffs of the regional treatment providers: the Rivanna Water and Sewer Authority (RWSA), City of Charlottesville Utilities, and Albemarle County
- Evaluate training needs for new employees and for current staff to make sure they practice safe workplace procedures, and “how to” work processes
- Leverage ArcGIS and Cityworks technology for service requests, work orders, work planning, inventory, and management reporting

The Successful Candidate

ACSA is seeking an approachable, service-oriented leader to continue the tradition of excellence and track record of effective system maintenance as the next Director of Maintenance Operations. The successful candidate will build strong relationships with employees as well as partners and customers of the ACSA. The ideal candidate is personable, a good communicator, a good learner, able to lead and build strong staff teams, and can convey complex issues effectively to a variety of audiences. The Director is tech savvy and can leverage asset management and work order systems as well as lead staff to effectively manage a utility system. The successful candidate works well with others, adapts to other people’s needs, has the ability and experience to proactively coach employees, and can bridge changes within the workforce. The Director allows employees to do their job and empowers them to be the best.

The successful candidate is passionate and believes in the success of the Authority and wants to make it better. They will bring a fresh perspective and be able to develop and train staff to ensure they have the tools to excel and provide exceptional service. The ideal candidate is knowledgeable about the day-to-day operations of the work and able to set the direction and engage the employees in accomplishing their work. The next Director is a confident and supportive leader, very present and visible, who inspires employees and engages well with customers.

The ideal candidate is a forward-thinking planner and visionary leader who can also execute day-to-day issues. The Director wants to build strong relationships with other departments and regional water partners. The new Director will learn and understand the operations of the Maintenance Department and how it works within the ACSA, as well as the larger Water Partner context. The successful candidate will prioritize and enhance the ACSA’s mission of the value of exceptional customer experience and bring that service mindset into the role.

Qualifications

Minimum requirements include a bachelor’s degree in business, engineering, utility management, construction management, or a related discipline or eight years of relevant experience in a similar utility. Comprehensive knowledge of the construction, maintenance, and repair of water and sewer systems and safety practices and procedures, as well as experience in project management and supervision of staff and strong customer service orientation, is also required. Other requirements include demonstrated field experience in engaging with both long-term and new employees, retaining and training new employees, utilizing technology and efficiencies to improve service, and developing leaders and building skills of the existing team. This position requires night and weekend work during emergencies.

Certifications required include a Class 5 water license, OSHA Safety, Asbestos Supervisor, Virginia Flaggers, Work Zone Safety, as well a Commercial Driver’s License (for emergencies); these must be obtained in an agreed-upon timeline after appointment.

Preferred qualifications include additional education or relevant knowledge and experience in utility systems, which could include areas such as utility management, leadership development, writing and communications, incident emergencies and crisis management, project management, as well as human resources and fiscal management.

Residency is not required but the person needs to be located within 30 minutes of the service area (after appointment) in order to respond promptly to emergencies.



Inside Albemarle County Service Authority

The Albemarle County Service Authority distributes treated water and collects sewage for treatment while maintaining, expanding, and replacing the infrastructure within the service area. The ACSA was created by the County Board of Supervisors in 1964 with the Crozet community as its sole customer. ACSA is a 'stand-alone' Authority operating and funded by monthly utility bills. The ACSA has a six-member Board of Directors who hire an Executive Director to oversee the day-to-day operations of the Authority. In the 1960s, the South Rivanna Dam was first constructed and several urban subdivisions were developed throughout the County. Albemarle County is a growing community, with average growth rates of over 2% a year. ACSA is now serving over 22,000 customers in the growth areas of Albemarle County including Crozet and Scottsville, an area of about 100 square miles and serving a population of over 80,000 people.



The ACSA's Fiscal Year 2024 Total Operating and Non-Operating Budget is \$54M.

Vision:

Serve and conserve today, sustain tomorrow, and protect our resources forever.

Mission:

With pride and dedication, we serve our customers by providing clean, safe, and reliable water, exemplary wastewater services, and fire protection infrastructure. Together with our community partners, we maintain and improve our infrastructure in a timely, cooperative, and financially responsible manner.

Values:

The ACSA is committed to providing the highest quality customer service that:

A - ALIGNS to our values of honesty, trust, integrity, mutual respect, open communication, and employee empowerment.

C - COMMITS to our community through responsiveness and collaboration. We actively promote conservation and environmental stewardship.

S - STRIVES for professional excellence by maintaining consistent and fair policies across the organization and encouraging pride and dedication to ensure a healthy working environment.

A - ASPIRES to practice strategic foresight and fiscal responsibility while embracing innovation.



The Community

In the late 1960s and early 1970s, these systems were acquired by the County for the ACSA and the County purchased water from the City of Charlottesville supply to provide all these areas with public water and eliminate their well systems. In 1973, the Rivanna Water and Sewer Authority (RWSA) was formed and became the wholesale provider of water and wastewater treatment for the City and ACSA. The ACSA, now more than 59 years later, provides water distribution and wastewater collection services to more than 22,000 customers. The community enjoys water drawn from a protected watershed contained almost entirely within the County's borders. The ACSA maintains 374 miles of water lines and nearly 323 miles of sewer mains, including those serving the urban areas of Albemarle County, and nearby communities of Scottsville and Crozet. The ACSA strives to provide customers with high-quality, reliable, and safe drinking water at a good value.



Compensation

The expected hiring range is \$100,000 - \$130,000, depending on qualifications and experience, with an excellent benefits package.

Benefits offered include the following:

- Health and Dental Insurance
- Retirement plan (ACSA participates in the Virginia Retirement System)
- Matching Deferred Compensation
- Life Insurance
- Personal Accident and/or Cancer Insurance
- Gym Memberships
- Employee Assistance Programs
- Flexible Spending Accounts
- 13 Paid Holidays
- Various Employee Discounts



How to Apply

Applications will be accepted electronically by Raftelis at raftelis.hire.trakstar.com. Applicants complete a brief online form and are prompted to provide a cover letter and resume. The position will be open until filled with a first review of applications beginning **May 30, 2023**.



Questions

Please direct questions to Catherine Tuck Parrish at ctuckparrish@raftelis.com and Alexa Worrell at aworrell@raftelis.com.