



Director of Operations

Classification

Full time exempt

Pay Range

\$115,000.00-\$135,000.00

Reports to

General Manager

Job Description Last Updated

August 2026

JOB DESCRIPTION

General Summary/Objective

Under the direction of the General Manager, manage and direct the utility towards its continued mission to provide safe, reliable drinking water. The Director of Operations serves in the second position within MSUD, frequently overseeing multiple function areas, divisions, or revenue centers. Works closely with the General Manager in strategic planning, developing implementation plans, and setting priorities. Provide leadership and perform necessary functions related to managing a water system including, but not limited to budgetary, operational, staff and compliance issues. The Director of Operations must be able to work in a collaborative/team environment aimed at continuous improvements while constantly meeting or exceeding regulatory and customer requirements. Perform in a public service capacity and in a manner that is consistent with the overall mission, vision and values of The Madison Suburban Utility District. The Director of Operations must maintain an exceptional level of ethical behavior and honesty. Participate in, develop, and support a united management team.

Essential Functions

- Shared responsibility for the daily operations of the utility and ensure that the utility meets its mission of providing safe, reliable drinking water.
- Assist in the development and implementation of long-term goals, objectives, and policies for the utility, including overseeing capital improvement projects and ensure compliance with regulatory requirements.
- Directly supervise department heads and General and Administrative staff, including hiring and performance evaluations.
- Act as a liaison between the utility and the surrounding communities.
- Ensure that the utility adheres to all local, state, and federal regulations regarding water quality and safety. This includes staying updated on legal and legislative issues affecting the utility.
- Provides recommendations for personnel actions, including hiring of new employees, promotions, formal disciplinary actions, and separations.
- Provides support in identifying and communicating needs for repairs, replacements, and capital improvements to the Board of Commissioners.
- Review and make recommendations concerning rate revisions and bonding needs.



- Ensure emergency preparedness plans, activities, procedures, and drills are established and practiced to support delivery of critical resources in the event of an emergency or disaster.
- Maintains excellent communication and fosters a collaborative working environment with all departments as well as with the public.
- Respond to emergencies at all hours, in all weather conditions, as necessary.
- Follows all District policies.
- Performs related work as required.

Competency

- Detailed knowledge of Environmental Protection Agency and Tennessee Safe Drinking Water Act
- Knowledge of TN Comptroller oversight, and TBOUR requirements.
- Proficient with Microsoft Office Suite.
- Working knowledge of GIS technology and its application in utility operations.
- Ability to support and contribute to strategic communications initiatives.
- Experience in project management, plan review, and related invoicing processes.
- Knowledge of grants and alternative funding sources, including identification and coordination of potential funding opportunities.
- CCR Requirements and other annual plans and reports.
- Proficient oral, written and interpersonal communication skills.
- Effective leadership and supervisory skills.
- Manage multiple tasks in a detailed and effective manner.
- Ethical Conduct.

Supervisory Responsibility

Oversight of all department operations and department managers, including but not limited to the Water Treatment Plant, Distribution, and all Office Personnel.

Work Environment

Working conditions involve a combination of administrative work in an office setting typical of an office environment, along with fieldwork exposure to varying weather conditions.

Physical Demands

While performing the duties of this job, the employee is regularly required to remain in a stationary position up to 50% of the time. The person in this position needs to occasionally move about inside the office to access file cabinets, office machinery, etc. and occasionally move boxes weighing up to 20 pounds across office for various needs. Work requires some agility and physical strength, as moving in or about construction sites or over rough terrain or standing or walking most of the work period when conducting work in the field.

Frequently operates a computer and other office productivity machinery. The person in this position must have the ability to communicate information and ideas so others will understand and must be able to exchange accurate information in these situations. In addition, the person in this position must have the ability to observe details at close range (within a few feet of the observer).

**Position Type/Hours of Work**

This is a full-time, exempt position of 40 hours per week. Standard office hours are M-F, 7:30am-4pm., with full-time on-call status.

Required Education and Experience

A valid driver's license

High School Diploma or GED

BS from an accredited college or university in civil engineering, environmental science, chemistry, biology, business or related field, or any equivalent combination of experience and training that provides the required knowledge, skills, and abilities.

Significant direct management experience.

Other Duties

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice.

Signing below constitutes you have read and understand the requirements, essential functions, and duties of the position.

Name _____ Date _____

Please visit <https://msud.net/careers> to download, complete, and submit the job application.

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MADISON SUBURBAN UTILITY IS AN EQUAL OPPORTUNITY PROVIDER AND EMPLOYER.**