**Field Operations Manager**

**Chattanooga, TN**

*Diversity of backgrounds, ideas, thoughts, and experiences is vital to our culture and the way we do business.  Creating an environment where differences are embraced and where every person feels engaged and included makes us safer, stronger, and more successful.*

With a history dating back to 1886, American Water (NYSE:AWK) is the largest and most geographically diverse U.S. publicly traded water and wastewater utility company.  The company employs more than 6,400 dedicated professionals who provide regulated and regulated-like drinking water and wastewater services to more than 14 million people in 24 states.  American Water provides safe, clean, affordable and reliable water services to our customers to help keep their lives flowing.  For more information, visit [amwater.com](javascript:void(0);) and [diversityataw.com](javascript:void(0);).  Follow American Water on [Twitter](javascript:void(0);), [Facebook](javascript:void(0);), [Instagram](javascript:void(0);) and [LinkedIn](javascript:void(0);).

**Tennessee American Water**is seeking our next top leader to help us achieve operational efficiencies and industry excellence. As an Operations Manager, you will develop strategies and directly manage our field operations team by implementing best practices and promoting continuous improvement and innovation. Our ideal candidate will be able to lead, motivate, and develop front-line leadership, as well as empower our Transmission and Distribution. This individual will work closely with field supervisors and have a direct impact in making enhancements to different functional areas including hydrant and valve inspection programs, as well as our inventory process. As a leader, you will have proven success in the field and building a team.

*PLEASE NOTE:  In order for American Water to evaluate decisions about new regulations, reintegration, and safe operating practices, all employees are required to report their vaccination status.*

**Primary Role**

Responsible for managing the development, management, and operation of the facilities and personnel of the Company engaged in the functional area of the distribution of water.

**Key Accountabilities**

* Prepare and control regional construction, operations, and maintenance within established budget limitations. (10%)
* Direct the implementation of standards, targets, policies, and plans to ensure the continuing and increasing operational efficiency, effectiveness, and profitability. (10%)
* Ensure that operational integrity (quality, environment, reliability, health, safety, security, etc.) is maintained. (10%)
* Develop and direct cost effective solutions to meet customers’ expectations and technical requirements and to encourage best practice and innovation throughout all operational areas. (10%)
* Implement effective reporting processes. Provide analysis and support to Production Manager with information required for various reports, budgets, and business plans. (10%)
* Implement and foster the coaching and development of employees, including idea generation, within respective functional areas. (10%)
* Support Directors and local operational managers in ensuring effective people management policies and practices are developed and implemented (e.g., time and attendance, workforce management, etc.) and ensure resources are developed and deployed appropriately.
* Continue to reinforce the importance of developing a diverse workforce.
* Support the Business Development function in the operational analysis pricing in both the regulated and non-regulated markets.
* Work collaboratively with other functional leads to mitigate business risks.
* Implement effective communications at all levels of our operations.
* Provide effective leadership that will enhance our abilities to be flexible to changing business environments.
* Contribute to effective communication by listening and providing constructive feedback; supporting the creation of an open and honest work environment; cascading and sharing knowledge and information relevant to other members of the team and colleagues across the business. (40%)

**Knowledge/Skills**

* Knowledge of the regulated water/wastewater business within the region and the regulations impacting the business as well as applicable regulations, requirements, and trends within water/wastewater business.
* Knowledge of company policies and procedures

**Experience/Education**

* Bachelor’s Degree in operational discipline, management, or related technical discipline or equivalent experience.
* Advanced degree preferred.
* 7-10 years managing operational areas and operating units, and managing and meeting performance targets.
* Union experience required.

**Work Schedule**

* Full-time, day shift
* On-call responsibility, 24/7 as needed.

**Competencies**

Develops Talent

Drives Engagement

Decision Quality

Self-Awareness

Prioritizes & Role Models Safety

Plans, Aligns, & Directs

**Apply online at** [**www.amwater.com**](http://www.amwater.com) **Requisition # 103809**

**Join American Water...We Keep Life Flowing**™

**American Water is firmly committed to Equal Employment Opportunity (EEO) and prohibits employment discrimination for employees and applicants based on his or her age, race, color, pregnancy, gender, gender identity, sexual orientation, national origin, religion, marital status, citizenship, or because they are an individual with a disability, protected veteran or other status protected by federal, state, and local laws.**