



Operations Manager

Classification

Exempt

Salary Range

Pay Grade IX (\$84,000-120,000)

Reports to

General Manager

Date

January 28, 2026

JOB DESCRIPTION

General Summary/Objective

Provides operational oversight and support for the daily activities of multiple infrastructure systems, including the water treatment plant, water distribution, wastewater (sewer), and maintenance departments. Oversees safety education and training programs, manages purchasing and inventory control, and assists in the development of annual operating budgets for the water plant, distribution, sewer, and maintenance functions. Prepares and reviews management reports, analyses, and operational summaries. Communicates policies, procedures, operational issues, procedural updates, and emergency response plans to staff. Coordinates with the Tennessee Department of Environment and Conservation (TDEC) and other regulatory agencies to ensure compliance with applicable local, state, and federal regulations and requirements.

Essential Job Functions

1. Assist the General Manager in developing, implementing, and evaluating operational plans, policies, programs, and procedures; establish and support departmental goals and objectives aligned with organizational priorities.
2. Provide leadership, coaching, and counseling to staff to promote professional development, accountability, and achievement of departmental objectives.
3. Participate in, facilitate, or conduct meetings and discussions with management staff and employees to communicate goals, address operational issues, and support effective decision-making.
4. Manage and oversee the administrative functions of the water plant, water distribution, sewer, and maintenance departments, ensuring compliance with applicable policies, procedures, and regulations.
5. Assist in the planning, development, and monitoring of capital improvement and operational budgets; provide input on resource allocation and cost control.
6. Oversee and coordinate the daily operations of the water plant, distribution, sewer, and maintenance departments to ensure efficient, safe, and reliable service delivery.
7. Supervise employee schedules, work assignments, and staffing levels to meet operational needs and departmental objectives.
8. Ensure established quality, safety, and performance standards are consistently met across all assigned departments.

Supervisory Responsibility

This position directly supervises management-level or supervisory employees in the water treatment plant, distribution, sewer, and maintenance departments and is indirectly responsible for the management of all division level employees.

Work Environment/Physical Demands

The work environment involves everyday risks or discomforts that require normal safety precautions typical of offices, meeting rooms, or training facilities. The work area is adequately lighted, heated, and ventilated.

This position is primarily performed in an office setting under generally favorable working conditions. The essential functions of the position require the ability to use hands and fingers to handle, feel, or operate objects, tools, or controls, and to reach with hands and arms. The employee must be able to communicate effectively, including talking and hearing. The position may involve occasional standing, walking, bending, and lifting or carrying light items. No special physical demands are required to perform the essential functions of the position.

Position Type/Hours of Work

This is a full-time position of 40 hours per week.

Required Education and Experience

Bachelor’s degree from an accredited college or university in business, construction, a related management field, or a technical field, and eight (8) years of progressively responsible experience in construction, maintenance, and repair of various infrastructure systems, including four (4) years of related management experience; **or**

High School Diploma and twelve (12) years of progressively responsible experience in construction, maintenance, and repair of various infrastructure systems, including four (4) years of related management experience.

Must hold certification in at least one of the following: Water Plant Operator Grade IV, Distribution II, or Collections II.

Additional Eligibility Qualifications

A valid driver’s license is required, along with strong working knowledge of Microsoft Office (Excel and Word).

Supplemental Information

Please note this job description is not intended to be all-inclusive. The duties, responsibilities, and activities of the position may change or be assigned at any time, with or without notice.

Hendersonville Utility District (HUD) is an equal opportunity employer. All individuals, regardless of personal characteristics, are encouraged to apply. HUD is committed to selecting the most qualified candidate for each of our roles.

Signature below constitutes the candidate or employee understands the requirements, essential functions, and duties of the position.

Candidate/Employee _____ **Date** _____