



dallas water utilities
city of dallas



DIRECTOR OF DALLAS WATER UTILITIES



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DIRECTOR OF DALLAS WATER UTILITIES



THE COMMUNITY

The vibrant spirit of Dallas, and its true Texas charm, provides an authentic experience that is world-class! As the ninth largest city in the United States and the third largest city in Texas, Dallas has over 1.3 million residents. The Dallas-Fort Worth-Arlington metropolitan area, commonly known as the Dallas Fort Worth (DFW) Metroplex has 120 cities and a population of more than 7.2 million and is the No. 1 visitor and leisure destination in Texas!

The community is proud of its diverse neighborhoods and attracts residents desiring both urban and affordable living. With many events and activities to choose from, Dallas has much to offer both tourists and area residents. The DFW region is the home of six major sports franchises including the Dallas Cowboys (NFL); Dallas Stars (NHL); Dallas Mavericks (NBA); Dallas Wings (WNBA); FC Dallas (MLS) and the Texas Rangers (MLB).

The Dallas Arts District is the largest urban arts district in the United States, and Fair Park is home to the largest collection of Art Deco buildings in the country.

Known for business, Dallas is home to the third largest concentration of Fortune 500 companies. The greater DFW area boasts the 5th largest economy in the country and 10th largest in the world. The City's economy is primarily based on banking, commerce, telecommunications, technology, energy, healthcare and medical research, and transportation and logistics. Supporting both business and tourism, the Dallas-Fort Worth Airport is one of the largest and busiest airports in the world.

Dallas has more than 300 public and nearly 90 private primary and secondary schools. Also, the region is home to more than 40 higher education institutions, including the University of Texas Southwestern Medical School, Southern Methodist University, the University of North Texas, Texas Christian University, University of Texas at Arlington, and University of Texas at Dallas.

Dallas is also one of the most ethnically diverse major cities in the United States, with residents of Hispanic or Latino (42%), African American (24%), Asian (5%), and Caucasian (29%) descent. The Dallas metropolitan area is recognized as having the sixth-largest concentration of members of the LGBTQ community among the 50 largest U.S. cities.

THE CITY

The City of Dallas operates under the Council-Manager form of government with a Mayor and 14 City Council Members serving as district representatives. Under this form of government, the elected body sets policies for the operations of the City.

The City Manager is appointed by the Mayor and City Council to serve as the chief administrator over the City government organization. The City Manager has an Executive Leadership Team which consists of two Deputy City Managers and five Assistant City Managers and Chiefs. The City of Dallas is a full-service organization composed of more than 30+ departments. The City Manager oversees all departments and functions of the City except those of City Attorney, City Secretary, City Auditor, and judiciary, each of whom reports directly to the City Council. In addition, the Park and Recreation Department does not report directly to the City Manager but has its own board that is appointed by the City Council. Dallas has an FY 2022-23 operating budget of \$3.546 billion and capital budget of \$959 million for a total of \$4.505 billion. The city currently has approximately 15,300 full-time employees.

CORE VALUES

The City of Dallas is guided by a service culture that embodies the core values of Empathy, Ethics, Excellence, Engagement and Equity.

Empathy - We demonstrate compassion by listening and understanding.

Ethics - We believe in being transparent, open and honest.

Excellence - We are committed to continuous improvement.

Engagement - We seek intentional connections in our communities.

Equity - We understand the diverse needs of the community we serve.



THE DEPARTMENT

Dallas Water Utilities (DWU) is the 8th largest utility in the country. DWU serves the City of Dallas as well as 27 other wholesale water and 11 wholesale wastewater customers in the region. The total service area encompasses 2.6 million people over 699 square miles. This enterprise fund department, with over 1600 employees, has an operating budget of nearly \$834M to manage their 'one water philosophy' for water, wastewater, and stormwater and to ensure the health, safety, and quality of life of their residents and customers. The department's strategies are aligned and guided by the Dallas Long Range Water Supply Plan (approved October 8, 2014). The department is currently organized into the following operational areas:

Business and Customer Operations – Provides accounting, financial, and budget support to the Water Utilities Department. Also provides customer relations, billings, credit and collections activities, customer information, and all meter-associated services to over 320,000 water, wastewater, and stormwater utility customers. In addition, this program provides for the management of wholesale water and wastewater services to other governmental entities within the utility's service area.

Capital Improvement Operations – Responsible for over \$374M annually for planning, design, construction, and inspection of capital projects based on a 10-year plan. These projects are needed to provide customers with water and wastewater facilities to meet the growth of the community, extension of water and wastewater mains, modification of facilities to meet changes in State and Federal regulatory requirements, and the rehabilitation and replacement of deteriorated or obsolete facilities.

Stormwater Operations – Provides services for floodplain and drainage management as well as flood control and City-wide interior drainage. The service area includes 39,000 acres of floodplain, 1,963 miles of storm sewers and 30 miles of levees. This includes maintenance and operation of the Dallas Floodway Project, the Flooded Roadway Warning System (FRWS) and the Trinity River Corridor Project.

Wastewater Operations – Responsible for collecting, transporting, controlling the discharge of, and treating domestic and industrial wastes; and maintaining treatment plants and pipelines in the wastewater system. This includes services for over 320,000 retail customers and nearly 4100 miles of wastewater mains and 15 wastewater pump stations.

Water Delivery – Responsible for operating and maintaining the water distribution system (Over 5,000 miles of pipe and associated components) to pump and deliver potable water to the residents and businesses of the City Dallas and Customer Cities with the best quality and reliability possible. Our services are available on a 24 hour per day, seven days a week basis. Further, the division provides friendly, courteous and timely response to customer's emergency water problems.

Water Production – Responsible for the continuous and reliable operation, maintenance, and management of Dallas's three (3) surface water treatment plants and the city-owned reservoir, Lake Ray Hubbard. These duties include raw water impoundment and transmission, treatment of drinking water, laboratory analysis, regulatory compliance, and lake-related activities.

Links to additional information:

[Dallas Water Utilities Department](#)

[2014 Dallas Long Range Water Supply Plan](#)



THE POSITION

The Director of Dallas Water Utilities reports to a Deputy City Manager and is responsible for the oversight of all water, wastewater, and stormwater operations. The Director plans, organizes and directs the overall management, administration, and operation and maintenance for the department by performing the essential functions listed below.

Essential functions for this role:

- Manages the Dallas Water Utilities with an operating budget of approximately \$834 million per year.
- Manages a capital improvement program of over \$374 million per year.
- Oversees and directs implementation of Dallas' long range water supply strategies to meet the needs of Dallas' customers now and in the future.
- Plans, administers, and directs the overall management, administration, operation and maintenance of the department facilities, equipment, budget, policies, and procedures to maintain the department 24/7/365.
- Establishes priorities for all service delivery elements through procedures and strategies to accomplish timely and effective utilization of available services.
- Plans, administers and directs the overall management of Dallas' financial operations including capital funding scenarios, maintenance of short term and long-term debt issuances, maintenance of Dallas Water Utilities bond ratings and compliance with the City Charter, bond ordinances and both the City of Dallas and Dallas Water Utilities Financial Management Performance Criteria.
- Plans, administers, and directs the management of the \$600M commercial paper programs and sizes and times the issuance of revenue bond debt including meetings and presentations to bond rating agencies.
- Provides water, wastewater and stormwater services while maintaining compliance with all regulatory requirements.
- Directs managerial staff which includes hiring, training, performance evaluations and other personnel actions to ensure productivity and quality standards are maintained.
- Responds to all special research requests and coordinates responses with the Deputy City Manager, the City Manager, or the City Council to provide accurate and timely results.
- Oversees general administration of the department including department's operating budget with review of significant variances to resolve budgetary problems, annual wholesale and retail cost of service studies and rate development.
- Identifies areas of quality management to enhance productivity through improved work procedures, practices, communication and accountability.
- Represents the City at local, state and national organizations, at professional activities, and with the media to maintain the image of the City, provide accurate information concerning departmental programs, and educate the City Council and the public on topics related to water, wastewater, drainage and flood control.
- Responsible for emergency preparedness and management related to the Dallas Water Utilities water, wastewater, stormwater, and flooding events which includes being the point of contact for FEMA, USACE, and TCEQ.

THE IDEAL CANDIDATE

This dynamic and innovative leader shall be a values-based community steward that is deeply committed to the mission of public service and the willingness to strive for excellence with service delivery. The new Director must possess an impressive knowledge of the water/wastewater industry with a proven ability to confidently lead with courageous decision-making in a large, complex organization of diverse, high-performing managers and staff. The ideal candidate will be an adept communicator who understands how to connect with the target audience in honest and relatable ways to build credibility and trust and can apply this skill both internally with staff, City officials and council members, as well as with external partners and customers. The successful candidate will possess a strong business and financial acumen which allows them to quickly take ownership for maintaining and driving forward the right programs to meet the City's long-term strategic water needs. With a solutions-focused mindset, this outstanding leader will carefully weigh the perspectives of stakeholders while being focused on leading change when necessary for the greater good of the community they serve.

Several core competencies have been identified for the ideal candidate:

Strategic leadership – Ability to establish a clear vision and the organizational direction required to achieve it; skill in conceptualizing, developing and implementing programs that build the brand and drive client business growth; defines clear expectations that align to formalized plans and establishes trust by empowering others through delegation and accountability.

Financial management – Skill in maintaining focus on planning, raising, controlling and administering organizational funds; ensures funding to meet all financial obligations for operations and capital improvement needs; gathers data necessary to make reliable decisions; trusts the data to guide and determine budgetary adjustments when needed.

Forward-thinking – Ability to anticipate the opportunities and/or consequences of situations and the willingness to take action; notices trends and develops plans to prepare; anticipates reactions to information and responds accordingly.

Collaborative – Ability to develop, maintain and strengthen partnerships with others inside and outside the organization; shows interest in what others have to say; acknowledges the perspectives and ideas of others; expresses gratitude and appreciation to others when they have provided information and support.

Politically Savvy – Ability to confidently and professionally show diplomacy when relating to people at all levels, both internally and externally; is perceptive in reading non-verbal behavior and sensing the motivation of others without making judgment; ability to look at the nature of a problem and separate it from the person presenting it.

Adept Communicator – Skill in quickly assessing information and then processing the pros and cons of situations to convey a message to others; able to be thorough, concise, and consistently straightforward when sharing verbal or written thoughts, conclusions and information.



EDUCATION/EXPERIENCE

Qualified candidates will have a Bachelor's degree in Civil or Environmental Engineering or a closely related field, and at least ten years' experience, including experience at managing and directing a complex organization at the executive level. It is also expected that qualified candidates will have experience in managing a large operating and capital budget including management of capital funding, cost of service, debt issuances, and revenues and rate setting.

A Master's degree in Public Administration, or a related field and experience with public-private partnerships are preferred.

COMPENSATION AND BENEFITS

The annual salary range for the Director of Water Utilities is commensurate with the successful candidate's qualifications and experience. Relocation assistance will also be available for the successful out of area candidate.

APPLICATION PROCESS AND RECRUITMENT SCHEDULE

This position is open until filled. To apply and be considered, candidates must submit a comprehensive resume, cover letter and current contact information for five professional references to www.govhrusa.com/career-center. Candidates may contact the recruiter, Rodney Crain, Vice President, GovHR USA at 847-380-3240.



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EXECUTIVE RECRUITMENT