



MGT

CITY OF
HENDERSONVILLE,
NORTH CAROLINA
PUBLIC WORKS DIRECTOR

CITY OF HENDERSONVILLE, NORTH CAROLINA PUBLIC WORKS DIRECTOR



WELCOME TO HENDERSONVILLE

Hendersonville has a population of over 17,000 and the city workforce consists of approximately 360 employees. The City Council adopted FY 2025–2026 operating budget of \$68.6 million.

Nestled in the mountains of western North Carolina, the City of Hendersonville offers a high quality of life, a vibrant downtown, and a strong sense of community. Known for its scenic beauty, historic charm, and proximity to outdoor recreation, Hendersonville combines small city warmth with professional municipal services and forward-thinking leadership.

The city serves a diverse residential and business community and is committed to maintaining safe, efficient, and sustainable public infrastructure. Hendersonville values responsive government, sound financial stewardship, and exceptional customer service, making it an appealing environment for experienced public service leaders.



CITY GOVERNMENT

Hendersonville operates under a Council–Manager form of government. The Mayor and City Council are responsible for establishing policy, adopting ordinances, approving the annual budget, and setting the overall direction for the City.

The City Manager is appointed by the City Council and oversees daily municipal operations, ensuring implementation of Council priorities and effective delivery of services across all departments.

THE DEPARTMENT

The Public Works Department is responsible for maintaining and enhancing the City’s core infrastructure and public assets. The department plays a vital role in supporting public safety, economic vitality, environmental stewardship, and overall quality of life.

Divisions include:

- **Streets Maintenance** – Responsible for maintaining the 134 lane miles of City Streets throughout Hendersonville along with rights-of-way, city sidewalks, streetlights, and the seasonal snow and ice removal.
- **Environmental Services** – Oversight of solid waste, recycling, and green waste collection.
- **Traffic** – Responsible for maintaining the infrastructure vital to our city roadways for safe and effective vehicular travel.
- **Fleet Maintenance** – Responsible for the maintenance and repair of all active 345 pieces of equipment for the City.
- **Building Maintenance** – Responsible for maintaining and general repair to city owned facilities and infrastructure.
- **Property Maintenance** – Responsible for maintaining public recreation areas, publicly owned property, and greenways within the City.

For more detailed information on the department, go to:
[City of Hendersonville, NC Public Works Department](#)

THE POSITION

The Public Works Director provides strategic leadership and operational direction for the City of Hendersonville's Public Works Department. This senior leadership role is responsible for ensuring efficient service delivery, regulatory compliance, fiscal responsibility, and high-quality maintenance of City infrastructure and facilities.

The position serves as a key advisor to executive leadership and works collaboratively with internal departments, elected officials, contractors, and the community. The position reports to the Assistant City Manager – Public Services.

The director oversees an operating budget of \$7.9 million (including a CIP of \$2.5 million) and staff of 70, including 5 direct reports.

KEY RESPONSIBILITIES

- Provide overall leadership and management of the Public Works Department, leads department-wide performance management (KPIs, dashboards, service levels)
- Strengthen asset management and capital prioritization (risk-based maintenance)
- Drive workforce planning (succession planning, recruitment, training pipelines)
- Advance interdepartmental coordination (Planning/ Engineering, Finance, Water/Sewer)
- Strengthen public communication around infrastructure expectations
- Direct daily operations across all Public Works divisions to ensure safe, efficient, reliable service delivery
- Develop and implement departmental goals, policies, and long-range operational plans
- Oversee departmental budgeting, financial monitoring, purchasing, and resource allocation
- Ensure compliance with applicable local, state, and federal laws, regulations, and safety standards
- Represent the department before City leadership, boards, committees, and community stakeholders
- Coordinate with other City departments and external agencies to support strategic initiatives and operational needs



MINIMUM QUALIFICATIONS

- Bachelor's degree in civil or environmental engineering, project management, business administration, public administration, or a closely related field
- A minimum of seven (7) years of progressively responsible experience in public works, engineering, infrastructure management, or municipal operations
- At least three (3) years of supervisory and administrative leadership experience

PREFERRED QUALIFICATIONS:

- Professional Engineer (PE) license or relevant master's degree.

CANDIDATE PROFILE

Leadership & Culture

- Visible, engaged servant leader who can model and build trust and unify divisions around shared goals and objectives.
- Hands-on, approachable, and present in the field – one who earns credibility by learning operations firsthand.
- Transparent communicator who sets clear expectations, holds people accountable, and follows through.

Talent & Team Development

- Skilled at recruiting and onboarding strong leaders to fill several key vacancies.
- Coaches supervisors, strengthens performance management, and ensures consistency across divisions.
- Able to assess departmental need and staff strengths to ensure appropriate staffing and opportunity to learn and grow.

Technical & Operational Competencies

- Strong in budgeting, CIP planning, and leveraging grants.
- Uses lifecycle data and CMMS (Trimble Cityworks) to prioritize and reduce costs.
- Uses KPIs and dashboards to guide decisions and demonstrate performance.
- Emergency Management Ready – Competent in NIMS/ICS and disaster response operations.



Technical & Strategic Competence

- Balances short-term operational needs with long-term planning and department restructuring.
- Comfortable learning and evaluating the current structure and implementing improvements at an appropriate pace.

Change Management & Ethical Leadership

- Experienced in stabilizing a department after leadership and cultural changes by building a principled, best practice team focused on shared goals and mutual support.
- Enforces policies, promotes ethical practices, and leads with accountability and professionalism.
- Capable of managing conflict, building relationships, and leading change by ensuring the staff is part of the process and solution.

Communication & Relationships

- Builds trust through regular communication, visibility, and authentic engagement.
- Works effectively with council, team members, and the community.
- Politically aware yet grounded. Can navigate working with elected officials while staying aligned with staff needs.

Fit & Motivation

- A community-oriented leader who values teamwork and takes pride in public service.
- Appreciates Hendersonville’s growth, supportive environment, and modern facilities/equipment and wants to continue promotion of the City as a leader in the region.

KEY CHALLENGES

The next Public Works Director will play a central role in addressing several important priorities:

- **Managing Growth and Infrastructure Demand**

Hendersonville is experiencing steady growth that is increasing demand on streets, sidewalks, stormwater systems, downtown infrastructure, and public facilities. The Director will guide thoughtful maintenance and capital planning to ensure infrastructure keeps pace with growth while preserving the community’s character.

- **Capital Planning and Delivery**

The Director will oversee a diverse portfolio of capital projects—from routine maintenance to highly visible streetscape and neighborhood improvements—ensuring projects are delivered efficiently, transparently, and in alignment with City priorities.

- **Department Leadership and Workforce Development**

Leading a department of approximately 70 employees, the Director will focus on team stability, professional development, safety, open communication, and fostering a culture of accountability, building trust, pride in public service, and seamless support for one another.

- **Communications Plan**

Developing a proactive, transparent way to communicate with all team members that isn’t limited to email but also includes in person and two-way updates across divisions and with administration.

- **Accountability and consistency issues**

Setting clear expectations around attendance, standards, and performance, paired with steady and fair follow through, while ensuring supervisors are supported in addressing concerns promptly and constructively, including when corrective action is needed.

- **Public Engagement and Responsiveness**

Public Works is often the most visible function of city government. The Director will help communicate infrastructure needs, respond to resident concerns, and represent the department in a transparent, solution-oriented manner.





KEY OPPORTUNITIES

This position offers several compelling opportunities for the right leader:

- **Shape Hendersonville Infrastructure Future**

With recently adopted long range and downtown plans, the new Director will step into a role with a clear roadmap providing the chance to align daily operations with a 20-plus-year vision for mobility, sustainability, and infrastructure resilience.

- **Work in a Highly Engaged Community**

Hendersonville values civic participation and has embraced innovative approaches such as participatory budgeting for infrastructure projects. The Director will have the opportunity to collaborate directly with residents and elected officials in shaping priorities.

- **Rightsized Organization, Big Impact**

Hendersonville offers the ability to lead at a scale where the Director can still be deeply involved in building relationships, mentoring staff, and seeing projects from concept to completion. With several leadership positions open, the Director will have a unique opportunity to shape a unified, high performing team by thoughtfully integrating new hires with the city's well regarded existing talent from day one.

- **Introduce best practices and benchmarking**

Explore approaches used in peer communities and thoughtfully incorporate proven practices to determine best plan making improvements gradually and intentionally.

- **Quality of Life and Professional Fulfillment**

Set against a backdrop of mountain views, outdoor recreation, and a vibrant downtown; Hendersonville offers an outstanding quality of life for young families, professionals and/or retirees. With access to top rated public schools, safe neighborhoods, plentiful parks, and strong community amenities, the area provides an environment where all can thrive. A place where infrastructure excellence is valued and consistently supported.



OTHER IMPORTANT INFORMATION

To apply, please go to: www.GovHRjobs.com and submit a cover letter, resume, responses to supplemental questions online. The position will remain open until filled.

Confidential inquiries regarding this recruitment may be directed to: Joan Walko, Senior Consultant, MGT

Hiring range for the position is competitive – up to \$145,000 depending on qualifications. In addition, the director will have access to a city vehicle, and a city issued cell phone.

Relocation Assistance will be available for the selected candidate.

EMPLOYEE BENEFITS

Hendersonville is committed to providing quality health care and wellness that includes:

- Health, dental, and vision coverage for employees paid at 100% if wellness requirements are met for eligible employees.
- Family health coverage is available for purchase covering 75% of dependent coverage costs. Dental and vision-dependent coverage is available for purchase.
- Partnering with the Pardee @ Work Clinic to offer a wellness clinic for employees with no charge for minor illnesses, immunizations, chronic conditions, wellness program tests, etc.
- “Taking Shape Wellness Program” is designed to get employees active by encouraging fitness, preventative measures, education and volunteer opportunities. Eligible employees have the potential **to earn vacation hours** per quarter for points earned.
- Retirement savings include access to multiple plans: 401k and 457(b) plans each with a pre-tax or Roth plan to choose from. The City will match at 3%.
- For more specific information, go to: [City of Hendersonville Employee Benefits Summary](#)

Public Records: This recruitment is subject to North Carolina public records laws.

The City of Hendersonville is an Equal Opportunity Employer.

