

Department: Economic and Community Development
Reports to: Deputy Executive Director

Position Summary

The Operations and Maintenance (O&M) Circuit Rider position will support towns with operations and maintenance planning. They will serve as on-the-ground liaisons to utilities by traveling directly to communities to address technical and/or managerial capacity challenges in utilities rebuilding from the historic damage caused by Helene. The O&M Circuit Rider will tailor support based on each system's capacity, ensuring the most vulnerable or understaffed utilities receive priority assistance.

Duties and Responsibilities

Essential Duties and Tasks

The O&M Circuit Rider will primarily focus on the practical, day-to-day aspects of community operations and recovery. Responsibilities will include:

- Assisting with Day-to-Day Operations
- Identifying Needs
- Conducting Site Visits
- Gathering Documentation
- Guiding Systems Through Engineering and Environmental Review Requirements
- Assisting with Emergency Planning
- Advising on Recovery Priorities

The O&M Circuit Rider will also support NCDEQ's Assistance to Private and Vulnerable Systems and Supplemental Support for Helene Projects and Shared Equipment projects from the Section 504(a) program. They will help to identify systems and needs that can be supported through these projects, in partnership with the North Carolina Rural Water Association due to their involvement with private systems and their management of NCWaterWARN.

Additional Job Duties

- Performs related duties as required.

Recruitment and Selection Guidelines

Knowledge, Skills, and Abilities

- Advanced knowledge of wastewater utility operations.
- Knowledge of technical, financial, and managerial capacity requirements for utilities.
- Knowledge of disaster recovery grant application and administration processes.
- Awareness of recovery and emergency management practices for utility systems.
- Skill in advising and prioritizing recovery actions during post-disaster rebuilding.
- Ability to guide utilities through complex technical or administrative processes such as permitting, reviews, etc.
- Ability to travel across a designated region of WNC to address individual utility concerns.

Organization Conformance Standards for all positions:

- Perform quality work within deadlines with or without direct supervision.
- Interact professionally and courteously with employees, customers, member governments, vendors, and partners.
- Work effectively as a team contributor on all assignments.
- Communicate and coordinate work effectively with employees and organizations to accomplish shared objectives.
- Function effectively in stressful circumstances and maintain a high level of professionalism and ethical conduct.
- Maintain regular and punctual attendance.

Physical Requirements

- Must be able to perform light work exerting up to 10 pounds of force frequently, and a negligible amount of force constantly to move objects.
- Must possess the visual acuity to prepare and analyze written or computer data, determine the accuracy and thoroughness of work, operate a motor vehicle or equipment as needed, and observe general surroundings and activities.

Working Conditions

- The employee is not subject to adverse environmental conditions.

Minimum Education and Experience

You may qualify through an equivalent combination of education and experience.

- High school diploma or equivalent; associate or bachelor's degree preferred,
- At least 3-5 years working with wastewater utility operations,
- At least 2 years working in disaster recovery, emergency management, resiliency or another related sector

Special Requirements

- Possession of a valid North Carolina driver's license, or any valid driver's license with the ability to obtain a North Carolina driver's license within 60 days of establishing permanent residence in North Carolina.

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