

Director of Operations

Organization: Rapidan Service Authority (RSA)

Reports To: Assistant General Manager

Classification: Executive Leadership (Exempt)

I. Position Summary

The Director of Operations is a key member of the executive leadership team responsible for the strategic oversight, technical execution, and cultural transformation of RSA's operational divisions. This role requires a sophisticated leader who can navigate complex regulatory environments while simultaneously modernizing legacy treatment and field operations practices.

The successful candidate will be tasked with building a high-performance culture characterized by accountability, data-driven decision-making, and operational rigor. This is a transformational leadership role intended for an individual who possesses both deep technical expertise and the commanding presence necessary to lead an organization through a period of significant transition and public scrutiny.

II. Essential Responsibilities

1. Strategic Operational Leadership

- **Change Management:** Design and implement a comprehensive operational framework that transitions the organization from reactive maintenance to predictive asset management.
- **Organizational Development:** Direct the recruitment and professional development of the operational management tier, including the selection and onboarding of a Treatment Operations Manager.
- **Executive Collaboration:** Serve as a core member of the Directorate alongside Finance/Administration, Capital Projects, Safety, and Public Affairs to ensure operational requirements are integrated into all organizational strategies.

2. Technical & Asset Management

- **System Stewardship:** Assume ultimate responsibility for the integrity of RSA's water and wastewater systems, ensuring regulatory compliance and optimal asset lifecycle performance.
- **Data Integration:** Oversee the GIS and CMMS department, ensuring that field data is leveraged as a primary tool for strategic planning, capital investment justification, and external accountability.

- **Engineering Review:** Provide critical operational feedback on capital project designs (led by the Capital Projects Manager) to ensure long-term maintainability and life-cycle efficiency.

3. Risk & Compliance Oversight

- **Regulatory Defense:** Establish "bulletproof" documentation and reporting standards to safeguard the organization's reputation and legal standing during inspections and other external inquiries.
- **Emergency Command:** Lead the tactical response to system-wide emergencies, serving as the primary coordinator for resource deployment and executive communications.

III. Candidate Profile & Qualifications

- **Professional Experience:** A minimum of 10 years of progressive leadership experience in utility operations (Water/Wastewater), with at least 3 years in a senior management role.
- **Demonstrated Leadership:** A proven track record of motivating multi-disciplinary teams through organizational change. Candidates must demonstrate the ability to demand high performance while maintaining professional respect and staff morale.
- **Technical Proficiency:** Mastery of operational technologies, specifically GIS (ESRI) and CMMS platforms (OpenGov [Cartegraph], Cityworks, Lucity, or similar). The candidate must be able to demonstrate how they have used data to drive ROI in previous roles.
- **Licensure:** Possession of a Virginia Class I Water and/or Wastewater Operator License is highly preferred. A Professional Engineer (PE) license is not a requirement; RSA will prioritize candidates with extensive lived experience in field operations and plant management.

IV. Organizational Context

The incoming Director of Operations will enter RSA during a period of intense organizational scrutiny and restructuring. This role is inherently challenging and requires an individual with unwavering integrity and a high degree of emotional intelligence. The successful candidate will be expected to identify operational inefficiencies immediately and implement decisive solutions to protect the long-term viability of the Authority.

V. Benefits

RSA participates in the Virginia Retirement System and offers a comprehensive benefits package including health, vision, dental, and life insurance, generous leave time, and all Commonwealth of Virginia Holidays.

VI. How to Apply

Interested candidates should visit the [RSA Employment Opportunities](http://www.rapidan.org/employment-opportunities) page at www.rapidan.org/employment-opportunities.