



IDEAL CANDIDATE

- **Core Skills**

Overall executive leadership and management skills in operating utility system; Leadership skills in employee relations; problem resolution and strategic planning; Excellent organizational and communication skills; Knowledge of all applicable laws and practices of public utility; Water and wastewater experience.

- **Education**

MBA degree is preferred in business, management or related field. Intermediate computer skills. Good communication, influencing, analytical and project management skills.

- **Experience**

Experience of 8-10 years in management. Knowledge of electrical and telecom operations. Experience in large project management, grants and other funding opportunities.

Interested candidates send resumes and cover letter to: Pete Auger, UT-MTAS management consultant:

pete.auger@tennessee.edu.

Deadline for submissions is February 20, 2026.

The City of Morristown, TN is seeking qualified candidates for the position of:

UTILITIES COMMISSION GENERAL MANAGER

Competitive Salary/Benefit Package; DOE

Established in 1855, Morristown is situated in the upper region of East Tennessee in the Tennessee Valley between the Great Smoky Mountains to the south and Clinch Mountain to the north. Being centrally located in the East Tennessee region, Morristown serves at the hub for a labor market area pulling most of its labor force from a surrounding seven county area. Morristown Utilities System provides electricity, water, sewer and fiber broadband internet to the City of Morristown and several eastern Hamblen County residents and businesses. It provides services to approximately 15,000 customers.

The Utilities Commission General Manager should be very knowledgeable in all levels of operations and compliance of a utility system with several years of experience in a utility leadership role. Should be knowledgeable in federal and state law compliance, personnel administration, including policies and procedures, and establish and maintain effective working relationships.

The successful candidate will possess the leadership, management, and vision necessary to ensure that the company has the proper operational controls, administrative and reporting procedures, and people systems in place to effectively grow the organization while directing all operations through a team of functional managers and front-line supervisors.

Morristown Utilities
433 West First North Street
Morristown, TN 37814
(423) 586-4121

Morristown Utilities Commission

General Manager



Department: Executive
Grade/Level:
Reports to: Board Of Commissioners

FLSA Status: Exempt
Job Status: Full-Time
Positions Supervised:

Work Schedule: Monday – Friday 8-5
More than 40 hours may be necessary to maintain the quality and quantity of work

Position Purpose: The general manager provides the leadership, management, and vision necessary to ensure that the company has the proper operational controls, administrative and reporting procedures, and people systems in place to effectively grow the organization while directing all operations of the four business units through a team of functional managers and front-line supervisors.

Expectation for all employees: Support the organization's mission, vision, and Professional Purpose by exhibiting the following behaviors: operational excellence, collaboration, innovation, self-improvement, integrity, and customer commitment.

Core Function(s)

Reasonable Accommodations Statement

To perform this job successfully, an individual must be able to perform each core duty satisfactorily. Reasonable Accommodations may be made to enable qualified individuals with disabilities to perform the essential functions.

Core Functions Statement(s)

- Provides overall executive leadership, management, and control of the operations, personnel, and property of the utility system.
- Serves as the primary advisor to the Utility Commissioners by providing accurate, timely, and relevant information to support informed policy and decision-making.
- Ensures full compliance of electric, telecom, water, and wastewater operations with all applicable federal, state, municipal laws, ordinances, regulations, and accepted public utility practices.
- Maintains ultimate responsibility for approximately 150–200 employees across four business units.
- Provides leadership in employee relations through effective communication, coaching, training, development, and equitable administration of wages, benefits, and performance evaluations.
- Approves or recommends the approval of staffing resources, including the selection, discipline, and removal of utility employees.
- Develops and directs the organizational structure, including establishing duties and responsibilities for senior management and department heads.
- Assigns work through department heads and staff to ensure timely completion of projects and organizational priorities; reviews work products to ensure quality, accuracy, and compliance with established standards.
- Convenes and presides over staff meetings to exchange information, provide direction, and address operational issues.

- Provides leadership in problem resolution to support continuous improvement and effective working relationships.
- Initiates and conducts studies to forecast future utility needs, including facilities, infrastructure, and capital expenditures, and presents recommendations to the Utility Commissioners.
- Prepares and submits the annual operating budget, capital budget, and three-year financial forecasts to the Utility Commissioners.
- Provides strategic planning and long-range vision for the organization, including evaluation of emerging technologies, industry trends, and best practices.
- Monitors and oversees work performed by outside firms, including engineers, consultants, and contractors, directly or through department heads.
- Prepares materials and agendas for Board meetings and reviews official utility communications, pronouncements, and public releases.
- Represents the utility in matters of city, civic, economic development, and state and national organizations, maintaining effective relationships with customers, stakeholders, and the general public.
- Participates in professional development and organizational improvement initiatives, including training, safety programs, and employee engagement activities.
- Performs all other executive and administrative duties essential to the effective management of the utility system.

Additional responsibilities

- As part of a service-oriented organization, perform any and all duties requested, whether scheduled or on an emergency basis.
- Observes and follows all safety rules, procedures, standards, and specification codes in all job aspects.
- Ability to maintain reliable, predictable, and reasonable attendance.
- Must maintain a valid driver's license from the state of residence.

Qualifications: Knowledge, Skills, & Abilities

- Bachelor's degree in business administration, Engineering, or related field, or equivalent number of years of experience.
- Intermediate computer skills that contain broad knowledge; knows and applies the full range of concepts and practices of the field.
- Communicate frequently in a professional manner with internal and external people
- Competencies include communication, influencing, analytical, and project management.

Preferred Qualifications

- MBA in Business, Management, or related field.
- 8-10 years of prior experience in management.
- Knowledge of electrical and telecom operations
- Experienced in large project management.
- Experience with grants and other funding opportunities.
- Familiarity with engineering.

Other requirements:

- May be required to attend up to, but not limited to, 20 hours annually of certification training.
- Seek to stay abreast of new technology to ensure best practices for operations.
- Advanced Leadership skills

ADA Requirements:

PHYSICAL DEMANDS

N (Not Applicable) Activity is not applicable to this position.

O (Occasionally) Position requires this activity up to 33% of the time (0 - 2.5+ hrs/day)

F (Frequently) Position requires this activity from 34% - 66% of the time (2.5 - 5.5+ hrs/day)

C (Constantly) Position requires this activity more than 66% of the time (5.5+ hrs/day)

Physical Demands

Keyboard/Ten Key	C
Repetitive Motion – Hands	C
Repetitive Motion – Feet	O
Stand	N
Walk	O
Sit	C
Reach Outward	N
Reach Above Shoulder	N
Climb	N
Crawl	N
Squat or Kneel	N
Bend	N

Lift/Carry

10 lbs or less	N
11-20 lbs	N
21-50 lbs	N
51-100 lbs	N
Over 100 lbs	N

Push/Pull

10 lbs or less	N
11-20 lbs	N
21-50 lbs	N
51-100 lbs	N
Over 100 lbs	N

Working Conditions:

This job operates in a clerical office setting and is largely a sedentary role. This role routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets, and fax machines. This position regularly requires long hours and frequent travel.

This job description is approved by all levels of management.

Prepared By:

Human Resources

Date: 9/1/16

Approval: _____ Date _____

Approval: _____ Date _____

Employee signature below constitutes employee's understanding and agreement of the requirements, core functions and duties of the position.

Employee: _____ Date _____

IMPORTANT: This position description is not intended to be all-inclusive; an employee will also perform other reasonable related job responsibilities as assigned by management as required. This organization reserves the right to revise or change job duties as the need arises. This position description does not constitute a written or implied contract of employment.