



**TITLE: Regulatory Compliance Manager**  
**PG: HK**  
**DEPARTMENT: Public Utilities – Water/Wastewater**  
**REPORTS TO: Superintendent of Public Utilities**  
**REVISION DATE: July 2025**

**PURPOSE OF POSITION:**

The Water and Wastewater Regulatory Compliance Manager will provide senior level environmental compliance management and compliance activities associated with the oversight, project management, and compliance audits with respect to the Department’s Water, Wastewater, and Stormwater Permits. Assist with Public Awareness, and outreach programs. Work is performed under general supervision, and may exercise functional or technical lead or supervision over lower level staff.

**ESSENTIAL DUTIES AND RESPONSIBILITIES:**

*The following duties are normal for this position. These are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned.*

1. Assists with the development, Implementation, and maintenance of regulatory compliance programs related to water/wastewater and stormwater.
2. Prepares written regulatory compliance plans; coordinates with operations to implement plans.
3. Proactively monitors anticipated regulations applicable to the Department’s water/wastewater systems and advises management of potential requirements.
4. Coordinates the preparation of required regulatory compliance reports, as it relates to water/wastewater.
5. Assists in the preparation and update of various plans and procedures, as it relates to water/wastewater.
6. Assists in investigating water quality complaints and helps determine an appropriate course of action.
7. Assists the department with stormwater requirements.
8. Maintains a calendar of required sampling and reporting events for the water/wastewater systems.
9. Coordinates the data collection, data entry, and data manipulation from various field documents, forms, notes, and reports.
10. Assists water system personnel that collect, produce, or utilize data.
11. Produces a variety of documents, reports, and other information.
12. Coordinates with contract laboratory in ordering, receiving, and shipping of required samples.
13. Assist with Public Awareness, and outreach programs.
14. Regular and predictable attendance.
15. Ability to work in a cooperative manner with others.
16. Performs other duties as assigned.

**MINIMUM QUALIFICATIONS:**

- A Bachelor’s Degree in chemistry, biology, environmental science, or related field, three (3) to five (5) years’ recent and related work experience in water, wastewater, Stormwater, or environmental regulatory compliance; or an equivalent combination of education, experience, and training.
- A Water Distribution, Wastewater Collection, and a Level 1 TNESPC certifications are preferred.
- Must have valid driver’s license.

**KNOWLEDGE, SKILLS AND ABILITIES:**

- Knowledge of chemistry and chemical properties as they relate to water/wastewater treatment.
- Knowledge of utility methods, practices, procedures, and terminology.
- General knowledge of the operating characteristics of a water/wastewater plants, water distribution, and sanitary sewer collection systems

- General knowledge of the chemical, hydraulic, and mechanical principles pertinent to water/wastewater plants, and water distribution and sanitary sewer collection system operations.
- General knowledge of the principles, practices, and methods associated with water/wastewater treatment, distribution, and collection.
- General knowledge of current office practices and procedures and knowledge of the operation of standard office equipment.
- General knowledge of the occupational hazards of the work and of necessary safety precautions.
- Ability to deal with citizens in a courteous and effective manner.
- Ability to understand and work from oral and written instructions and sketches.
- Ability to multitask and prioritize requests and projects.
- Ability to work under tight time frames to meet target dates.
- Ability to prepare and maintain accurate and concise records and reports.
- Ability to understand and effectively carry out verbal and written instructions.
- Ability to communicate effectively with other members of the staff, supervisor, and the public.
- Ability to communicate in both written and verbal form.
- Ability to develop, interpret and implement local policies and procedures; written instructions, general correspondence; Federal, State, and local regulations.
- Ability to define problems and deal with a variety of situations.
- Ability to think quickly, maintain self-control, and adapt to stressful situations.
- Ability to maintain discretion regarding business-related files, reports and conversations, within the provision of open records law and other applicable State and Federal Statutes and Regulations.
- Organizational and time management skills needed to meet deadlines.
- Must have ability to work accurately with attention to detail.
- Ability to maintain confidentiality.
- Ability to work the allocated hours of the position, including after hours.

**PHYSICAL REQUIREMENTS:**

This is light work requiring the exertion of up to 20 pounds of force occasionally, up to 10 pounds of force frequently, and a negligible amount of force frequently or constantly to move objects; work requires stooping, reaching, fingering, grasping, and repetitive motions; vocal communication is required for expressing or exchanging ideas by means of spoken words; hearing is required to receive information at normal spoken word levels; visual acuity is required for preparing and analyzing written or computer data, color perception, use of measuring devices, operation of machines, determining the accuracy and thoroughness of work, and observing general surroundings and activities.

**WORK ENVIRONMENT:**

The worker is subject to inside and outside environmental conditions, noise, hazards, and atmospheric conditions. The worker may be exposed to blood borne pathogens and chemicals and may be required to wear specialized personal protective equipment.

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***In compliance with the Americans with Disabilities Act, the City will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.***