



CITY OF GARLAND, TEXAS

# Managing Director of Water & Wastewater

*EXECUTIVE CAREER OPPORTUNITY*

# Garland, Texas

As the 13th largest city in Texas, Garland is a destination for any dream. Our nearly 250,000 residents enjoy big-city amenities such as Lake Ray Hubbard, the shops at Firewheel Town Center, a historic Downtown, a nationally acclaimed school district, public transit, and easy access to anywhere in Dallas-Fort Worth. Despite Garland's size, however, our community maintains its friendly, small-town feel. As City staff, we take pride in supporting those dreams by building the stage where Garland's residents can live their best lives.

SmartAsset.com ranks Garland in the top 20 of the nation's largest cities as best for buying a family home. The Dallas Business Journal calls Garland the best-kept secret for homebuyers seeking the best value. The RealtyHop Housing Affordability Index lists Garland as the most affordable market in the Dallas-Fort Worth area and the only market in DFW where the share of income needed to afford a home is below the national average.

Garland residents enjoy an abundance of recreation opportunities with 63 parks covering more than 2,500 acres. In fact, every Garland resident has a park or greenbelt within a 10-minute walk from home! Our hiking and biking trails have also been called some of the best in the metroplex, and Firewheel Golf Park is Texas' largest municipal golf facility with 63 holes for championship-style play. With Harbor Point's multiple lakefront dining options, and boating and other water sports available, you can even enjoy Lake Ray Hubbard year-round!



The Texas Commission on the Arts has designated Garland as one of just 54 cultural districts in the entire state. The City was officially certified in 2025 for being a State of Texas' Music Friendly Destination. Whether you're catching a Broadway-style show at the Granville Arts Center, watching live music at the Plaza Theatre or experiencing our many unique restaurants, shops, breweries and more, entertainment abounds throughout the city. Garland's Historic Downtown Square, only a few steps away, has been honored as one of the top 10 districts of its kind in Texas. Redevelopment in the Downtown area was recently completed with the rebuild of the City's Square and surrounding streetscapes.



A culturally diverse community filled with innovators, creators and out-of-the-box thinkers, there's a can-do spirit in Garland that inspires entrepreneurs to follow their dreams. We value hard work and inclusiveness, encouraging every individual to Make Their Mark. If you have an idea, Garland has your back. Garland's resources and amenities create an inviting climate for businesses and residents to succeed.

# Governance & Organization

In 1951, Garland voters adopted a home rule charter that established the council-manager form of government under which the City presently operates. The eight members of the City Council are elected from single-member districts. The Mayor is elected at-large. By City charter, the City Manager, City Attorney, City Auditor, City Secretary and municipal judges are appointed by the City Council. The City Manager is responsible to the City Council and oversees the day-to-day operations of the City.

The executive structure of the City includes the City Manager and four Assistant City Managers. The City is recognized for its management practices, earning consistently high bond ratings and a wealth of state and national awards for innovative programs and initiatives.

Garland is a full-service city, including public safety, curbside recycling, landfill and electric operations, water and wastewater utilities. The City staff includes more than 2,000 employees and is comprised of more than 40 departments.

For more information, visit the City of Garland's website: <https://www.garlandtx.gov/>



## Mission

We serve to grow public trust and a thriving Garland community, today and for the future.

## Vision

Garland will be an engaged and vibrant community that residents proudly call home.



### Growth

We are growing Garland's future. We are committed to grow our community, economy and organization.



### Ambassadors

We are ambassadors of Garland and represent this City in everything we say and do.



### Respect

We respect each other. We show respect through our words and actions.



### Life Balance

We value work-life balance. We are committed to work toward good health and well-being, recognizing that family, health, leisure and spirituality are important.



### Accountability

We choose to take ownership. We take responsibility for our actions and for achieving results.



### Network

We build connections. We build strong, collaborative relationships throughout the community, and within the organization through individuals, teams and departments.



### Diversity

We are inclusive. We take pride in our differences. Our diversity is our strength and a key to our success!

# About the Department



Garland Water Utilities (GWU) delivers safe, reliable, and sustainable water and wastewater services to our residents, businesses, and regional partners. Through efficient operations, community engagement, and responsible stewardship, we protect public health, conserve natural resources, and enhance quality of life today and for future generations.

The City of Garland purchases wholesale treated water from the North Texas Municipal Water District (NTMWD), which draws raw water from Lake Lavon, Lake Cooper, Lake Tawakoni, Lake Texoma, and the wetland project located near Kaufman. Every single day, more than 248,000 residents depend on the services provided by Garland's water and wastewater systems. With over 90,000 service connections to Garland's water system, the department delivers, on average, 11 billion gallons of drinking water each year.

GWU operates an aggressive Water Supply Protection Program and includes a water quality team devoted to continual sampling throughout the distribution system as well as inspections of registered backflow prevention devices.

The process of water protection continues as the water moves from the treatment plant into Garland's distribution system. Strict guidelines from the U.S. EPA and TCEQ continue to apply as the water comes into Garland's system for distribution to our customers. Water quality samples are taken daily to ensure that our water is always safe to drink.

Garland's drinking water storage and distribution network is divided into two pressure zones (East and West), comprising six pump stations, eight ground storage tanks, four elevated storage tanks, and an intricate network of pipes of various sizes that provide an abundant supply of safe, high-quality water for all. Garland's water system is capable of storing 46.9 million gallons of treated water with a pumping capacity of 225 million gallons per day. The Water Distribution System includes over 1,100 miles of water mains, 8,400 fire hydrants, and 71,000 billed customers. While maintenance crews work a regular 40-hour week, they are on call for any repairs needed after hours.

Garland has become a leader in sustainable water management through its innovative Direct Use Recycled Water Program. Since 1999, the City has demonstrated how a forward-thinking approach to wastewater reuse can meet environmental compliance goals while driving economic and ecological benefits for the region.

Each day, the program reclaims approximately 14 million gallons of highly treated effluent from the Duck Creek Wastewater Treatment Plant. Roughly 20 percent of this recycled water is delivered to Luminant's Forney Energy Center, where it is used for cooling and steam generation—supporting the production of 1,800 megawatts of power for the Texas electrical grid. The remaining 80 percent of the treated effluent sustains an 1,840-acre constructed wetland that enhances wildlife habitat, restores ecological balance, and improves water quality within the Lake Ray Hubbard watershed.





## About the Role

The Managing Director is responsible for planning, implementing and directing all activities of the Water Utilities and Wastewater divisions, including the Water Laboratory and Pretreatment areas. The Water Utilities Department consists of four divisions: Water Distribution, Wastewater Collection, Wastewater Treatment, and Laboratory Services. The department is comprised of 193 full-time employees with an FY26 operating budget of \$102,100,000.

### Current Goals & Initiatives

- » Assess and revise the Capital Improvement Plan as needed to support a proactive maintenance approach for water utility infrastructure.
- » Complete the Wastewater Treatment Master Plan and develop a strategic implementation forecast for inclusion in the Capital Improvement Program.
- » Substantially complete construction of the Duck Creek Wastewater Treatment Plant Filter Rehabilitation and UV Conversion project by end of FY 2025-26, replacing sand filters and chlorine disinfection with cloth media disk filtration and ultraviolet disinfection.
- » Review and assess 100% of Streets Department proposed reconstruction projects by the end of FY 2025-26, coordinating utility replacement with paving reconstruction to minimize disruption and deliver cost-effective asset renewal.
- » Identify material used in 75% of customer-side water service lines through visual inspection and predictive modeling by September 2026, ensuring completion of Garland's Lead Service Line Inventory well ahead of EPA requirements.

For more information about the department, visit [GarlandWater.com](https://www.garlandwater.com).

# The Ideal Candidate

The City of Garland is seeking a strategic, forward-thinking Managing Director to lead with purpose, integrity, and an unwavering commitment to public service excellence. This is a tremendous opportunity for a visionary municipal utility leader to make a lasting impact—serving as both a trusted steward of the community and a strategic driver of organizational performance. The ideal candidate must have the knowledge and drive to manage the day-to-day water and wastewater operations while driving transformative, future-focused initiatives. By modeling organizational values, developing high-performing teams, and embracing technological advancement, the Managing Director will play a pivotal role in positioning Garland’s utility operations—and the community it serves—for continued success.

The Managing Director will be a confident, emotionally intelligent leader who balances empathy with decisiveness, and values collaboration as much as results. This individual will inspire trust across the organization and the community, foster a high-performing and inclusive culture, and navigate the operational, political, and technical complexities of a modern municipal utility with skill and credibility.

With proven experience in similarly sized municipalities and utility operations, the ideal candidate is a relationship-driven bridge builder—adept at partnering with elected officials, executive leadership, employees, residents, and external stakeholders. This leader will champion innovation by modernizing operations, utilizing process improvement tools, strengthening infrastructure and cybersecurity, and advancing smart-city and sustainability initiatives that enhance efficiency, resilience, and long-term community value.

It is ideal for the next **Managing Director** to have these core competencies:

## Values-Based Leadership & People Development

- » Leads with integrity, compassion, and emotional intelligence.
- » Empowers and develops a diverse workforce, including long-tenured and frontline staff.
- » Builds trust, respect, and credibility across all levels of the organization.
- » Creates a positive, inclusive work culture where ideas are encouraged and innovation is nurtured.
- » Demonstrates resilience and steadiness while leading through change and complexity.

## Political Acumen & Community Collaboration

- » Politically astute leader with the presence and judgment to work effectively in a public-sector environment.
- » Builds and sustains productive relationships with elected officials, city leadership, boards, commissions, and civic partners.
- » Serves as a connector and consensus-builder among internal departments and external stakeholders.
- » Represents the City professionally and transparently in public forums and community engagements.

## Strategic Vision & Transformational Change

- » Forward-thinking executive who anticipates future needs, risks, and opportunities.
- » Leads transformational change initiatives that improve service delivery and organizational effectiveness.
- » Balances day-to-day operational oversight with long-term strategic planning.
- » Proactively shifts from reactive to preventative approaches in maintenance, asset management, and service delivery.

## Operational Excellence in Utilities

- » Extensive knowledge of water and wastewater utility operations, infrastructure, and best practices.
- » Demonstrated experience with municipal utility operations, including regulatory compliance at the federal, state, and local levels.
- » Ability to evaluate, plan, and continuously improve departmental and system performance.
- » Experience with Supervisory Control and Data Acquisition (SCADA) systems to enhance safety, efficiency, and reliability.

## Innovation, Technology & Smart-City Solutions

- » Technologically savvy leader who embraces modern tools and data-driven decision-making.
- » Explores and implements innovative solutions related to water conservation, wastewater management, reuse, rain harvesting, and smart-city technologies.
- » Assesses and mitigates risks related to cybersecurity and critical infrastructure.
- » Actively seeks the utility industry's best practices to ensure continued growth, relevance, and sustainability.

## Financial & Business Acumen

- » Strong understanding of public-sector finance, budgeting, and government funding mechanisms.
- » Ensures adherence to generally accepted accounting principles and sound financial practices.
- » Develops and oversees innovative revenue strategies while operating within budget constraints.
- » Aligns financial planning with operational priorities and long-term strategic goals.

## Communication & Interpersonal Effectiveness

- » Exceptional listener and communicator with outstanding written, verbal, analytical, and presentation skills.
- » Handles sensitive and complex situations with tact, diplomacy, and professionalism.
- » Communicates clearly and effectively with staff, elected officials, stakeholders, and the public.
- » Models transparency, approachability, and accountability in all interactions.

## Results-Driven & Solution-Oriented Leadership

- » Demonstrates strong problem-solving skills and sound judgment in complex environments.
- » Analyzes data, evaluates risks, and makes informed, timely decisions.
- » Implements creative, practical solutions that improve outcomes and service quality.
- » Manages multiple priorities effectively while maintaining attention to detail and high standards of work.

# Education/Experience

The selected candidate must possess the following qualifications or an equivalent combination of education and experience to successfully perform the essential functions of the position:

- » Bachelor's degree in Civil Engineering, Business Administration, Environmental Sciences or related field of study
- » 10 or more years of experience in water/wastewater utilities
- » Five plus years of experience in a management role
- » Prior municipal management experience preferred

## LICENSES/CERTIFICATIONS

- » Licensed Professional Engineer as certified by the Texas Board of Professional Engineers preferred
- » TCEQ Class C Water Distribution License and/or Type II Wastewater Collections License preferred



# Compensation and Benefits

The salary range is **\$200,000 - \$250,000 +/- DOQ** and will be commensurate with the qualifications and experience of the selected candidate. Reasonable relocation assistance is also available.

Garland's compensation philosophy is based on a commitment to attract and retain a qualified, motivated and diverse workforce that meets the standards of service and excellence required by the City. A competitive salary will be commensurate with experience and qualifications. Reasonable relocation assistance is also available.

The total benefits package includes executive-level perquisites and a variety of leave and insurance benefits, including free access to the CityCare Clinic for covered employees and dependents, an award-winning wellness program and a generous 2:1 employer match in the Texas Municipal Retirement System (TMRS)\*. In addition, the City offers a voluntary 457(b) deferred compensation plan, flexible spending account, tuition reimbursement and more.

*\*The City participates in the Texas Municipal Retirement System (TMRS) at a mandatory employee deposit rate of 7% and an employer matching ratio of 2:1.*



## Application Process and Recruitment Schedule

To be considered for this exceptional career opportunity, submit your resume, cover letter, and a list of six work-related references (who will not be contacted without prior notice) by **Friday, June 19, 2026**. Resume should reflect years and months of employment, beginning/ending dates as well as size of staff and budgets you have managed.

Please submit your materials to: <https://www.cps hr.us/recruitment/2611>

For additional information about this position, please contact:

**CPS HR CONSULTING**  
*Your Trusted HR Advisor For 40 Years*

**KYLIE WILSON**  
Principal HR Consultant  
CPS HR Consulting  
Email: [kwilson@cps hr.us](mailto:kwilson@cps hr.us)  
Website: [www.cps hr.us](http://www.cps hr.us)

Resumes will be screened in relation to the criteria outlined in this brochure. Candidates deemed to have the most relevant qualifications will be invited to interview with the consultant, following which the most qualified candidates will be referred to the City for further consideration and interviews. Media checks, and a comprehensive reference and background check will be performed on the final candidate.

*The City of Garland is an Equal Opportunity Employer and values diversity at all levels of its workforce.  
Applicants selected as finalists for this position will be subject to a comprehensive background check prior to appointment.  
Under state legislation regarding access to public records, information from your submission for application may be subject to public disclosure.*