



CITY OF GARLAND, TEXAS

Water Utilities Director

DIRECTOR 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 department consists of four divisions: Water Distribution, Wastewater Collection, Wastewater Treatment, and Laboratory Services with 193 full-time employees with an FY26 operating budget of \$102,100,000.

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 Water Utilities Director serves in a highly visible leadership role that shapes the health, sustainability, and future growth of the community. This position provides strategic and operational oversight of critical public infrastructure, ensuring the delivery of safe, reliable water and wastewater services while leading a skilled and dedicated workforce. Beyond daily operations, the Director plays a key role in advancing environmental stewardship, service excellence, and long-term utility planning across the City.

The Director oversees a division responsible for maintaining uninterrupted utility operations for the community, including sewer maintenance and repair, inflow and infiltration management, inspections, pump and motor maintenance, sewer lift stations, and administrative operations. The division includes 78 full-time employees and operates with an FY26 budget of \$10,000,000.



Key Areas of Responsibility for the **Water Utilities Director**:

- » Manages operations and supervision in Water Distribution, Metering Services, Construction, Sewer Maintenance and Repair, Inflow & Infiltration, Inspections, Administration, Pump and Motor Maintenance and Sewer Lift Stations
- » Directs work force in procedures that comply with state and federal regulations, ordinances and laws.
- » Develops policy and procedures for water/wastewater operations.
- » Interprets data to ensure uninterrupted service to all water customers.
- » Manages, prepares and reviews Water Capital Improvement Program and Annual Operating Budget.
- » Manages response to customer inquiries with appropriate actions, coordinate customer claims for property damage with Risk Management.
- » Develops and implements asset management and long-term planning for improvements to the Water Distribution and Wastewater Collection Systems.
- » Coordinates with other City departments to include completed projects in the City's master records.
- » Meets with service providers and vendors to evaluate new products and materials.
- » Coordinates with other departments to review plans for site permit applications and attend pre-construction meetings.
- » Assigns, evaluates and supervises performance of subordinate staff.
- » Assists with reports to City Council.
- » Writes, coordinates and executes departmental policies and procedures with Human Resources for 70+ employees.
- » Resolves significant work issues involving employees.
- » Interviews/hires candidates, develops job descriptions.
- » Assists with water resources management programs with North Texas Municipal Water District.
- » Coordinates staff and consultants needed for complex analyses and engineering feasibility studies
- » Provides guidance on hydrologic issues
- » Reviews and analyzes the effect of new federal or state legislation on city water plans, facilities and programs.

For more information about the department, visit

GarlandWater.com.

The Ideal Candidate

This role offers a unique opportunity to help shape the future of municipal utility services within a collaborative and community-focused organization that is grounded in innovation and accountability. The ideal candidate leads with integrity, purpose, and a strong commitment to public service excellence, consistently reflecting the City of Garland's mission and values.

The successful candidate demonstrates professionalism in all interactions and fosters a culture defined by clear expectations, shared accountability, and a commitment to delivering exceptional customer service, both internally and externally. This leader builds and sustains strong relationships across the organization and community, proactively engaging stakeholders, identifying opportunities, and advancing initiatives that support evolving community needs.

An effective and emotionally intelligent leader, this individual develops high-performing teams through clear role definition, thoughtful delegation, and constructive, candid feedback. Performance management is handled with fairness and consistency, while staff are coached and empowered to achieve their full potential within a culture of continuous improvement and recognition.

Strong financial and operational acumen are essential, with the ability to align personnel and budgetary resources to strategic priorities. The ideal candidate prepares responsible budgets, leverages data to inform decisions, and ensures efficient, accountable use of public resources.

A strategic and innovative mindset is critical, with an emphasis on process improvement, industry best practices, and emerging technologies that enhance service delivery and system resilience. This leader anticipates future needs, supports sustainable infrastructure solutions, and makes thoughtful, well-informed decisions that positively impact both the organization and the community it serves.

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 or in a related field of study
- » 8 or more years of experience in water/wastewater utilities
- » 5 plus years of experience in a management role
- » Professional Engineer (PE) license for the State of Texas is preferred

LICENSES/CERTIFICATIONS

Candidates shall possess, or have the ability to obtain within 2 years:

- » TCEQ Class B Water Distribution License
- » TCEQ Type III Wastewater Collections License
- » TCEQ Customer Service Inspection License



Compensation and Benefits

The salary range is **\$160,000 - \$195,000 +/- 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.

The total benefits package includes director-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 **Monday, June 29, 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.cpshr.us/recruitment/2610>

For additional information about this position, please contact:

CPS HR CONSULTING
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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.*