

Job Description

LaFollette Utilities Board

General Manager

Location: LaFollette, Tennessee

Reports To: Board of Directors

Position Summary

The General Manager serves as the Chief Executive Officer of LUB and is responsible for the overall leadership, strategic direction, and operational performance of the organization. This role plans, organizes, directs, and oversees all utility functions, ensuring the delivery of safe, reliable, and efficient services.

The General Manager serves as the primary advisor to the Board of Directors on matters of policy, strategy, and operations, while maintaining open and consistent communication regarding organizational performance, risks, and key initiatives.

Key Responsibilities

Executive Leadership & Organizational Oversight

1. **Safety Leadership & Culture**

Establishes and champions a culture of safety across the organization, prioritizing the health and well-being of employees, customers, and the community. Ensures compliance with all safety regulations and promotes continuous improvement in safety performance.

2. **Operational Leadership**

Provides executive oversight of electric distribution, water treatment and distribution, and wastewater collection and treatment systems to ensure safe, reliable, and efficient service delivery.

3. **Strategic Planning & Policy Development**

Develops and implements long-range strategic plans, organizational policies, and annual budgets that support LUB's mission, regulatory requirements, and long-term sustainability.

4. **Board Relations**
Serves as a trusted advisor to the Board of Directors by providing informed recommendations on policies, programs, and strategic initiatives, and ensuring effective communication between the Board and the organization.
 5. **Organizational Leadership & Talent Management**
Leads and develops a high-performing organization by partnering with department leaders to recruit, retain, and develop talent; establish performance expectations; and ensure accountability.
 6. **Regulatory Compliance & Risk Management**
Ensures compliance with all applicable federal, state, and local regulations, including those related to utility operations, environmental standards, workplace safety, financial practices, and employment.
 7. **Capital & Infrastructure Management**
Directs the planning and execution of capital improvement programs, infrastructure maintenance strategies, and emergency preparedness initiatives to ensure system reliability and resilience.
 8. **Financial Stewardship**
Oversees financial operations, including budgeting, rate development, and fiscal management, ensuring financial integrity and long-term sustainability.
 9. **Contracting Authority**
Executes contracts, agreements, and commitments within established authority and Board-approved policies, protecting the organization's interests.
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External Relations & Stakeholder Engagement

1. **Customer Focus**
Promotes a customer-centric culture that emphasizes responsiveness, service quality, and continuous improvement in customer satisfaction.
2. **Public & Community Relations**
Serves as the primary public representative of LUB, fostering trust through transparent communication and active community engagement.
3. **Government & Public Officials**
Builds and maintains strong relationships with local, state, and regional officials to support LUB's strategic objectives and public responsibilities.
4. **Industry & Member Associations**
Represents LUB in professional and member associations, contributing to policy discussions, serving on committees, and advocating for the organization's interests.

5. Utility & Strategic Partnerships

Develops collaborative relationships with other utilities and partners to share best practices, drive innovation, and enhance service delivery.

6. Community & Educational Outreach

Supports civic organizations and educational initiatives by promoting conservation, sustainability, and responsible resource use.

Minimum Qualifications

Education

Bachelor's degree in Business Administration, Public Administration, Engineering, or a related field is required. Equivalent combinations of education and executive-level experience may be considered.

Experience

- Minimum of five years utility general manager experience including oversight of operational, financial, and administrative functions required. Experience working with the Tennessee Valley Authority (TVA) is a plus.

Knowledge

- Knowledge of utility operations, including electric, water, and wastewater systems
- Understanding of utility finance, rate structures, and budgeting practices
- Familiarity with applicable local, state, and federal regulations
- Awareness of legal, regulatory, and political environments impacting public utilities

Skills & Abilities

- Ability to quickly diagnose operational, financial, and organizational challenges; stabilize performance; implement employee development plans; and lead sustainable improvement in results, culture, and accountability
- Strong leadership, communication, and interpersonal skills
- Proven ability to lead teams through change with empathy, strength, and effectiveness
- Commitment to fostering an inclusive environment where everyone feels respected, valued, and empowered to participate fully, regardless of their background or individual differences.

- Financial management skills, including budgeting, forecasting, and cost control.
- Strategic thinking with the ability to adapt to emerging technologies and market changes.