



RECRUITING FOR CITY OF NORCROSS

PUBLIC WORKS DIRECTOR





The City of Norcross is a picturesque community that blends authentic historic charm with a trendy lifestyle. As the second oldest city in Gwinnett, heritage is a huge source of local pride and its influence on the local “way of life” can be seen in the slower pace of people passing by as well as in the vibrant energy of its historic downtown. It’s a city where everyone still knows everyone and where civic engagement is abundant.

But don’t let the small town charm lead you into underestimating this city—Norcross is an economic powerhouse with a strong and diverse business environment heavily engaged in the growing technology, business services, creative industries and other wide-ranging business sectors. The 6.5 square-mile community has also received recognition in the areas of sustainability, affordable housing, healthy living and more. With two film studios a block outside of city limits, the downtown and historic residential area are popular locations for TV series and major motion pictures. If you are looking for a forward-thinking and proactive city committed to creating a “live-work-play” environment while maintaining its unique historic character, Norcross is your answer.

\$72,927

**MEDIAN HOUSEHOLD INCOME
(2023)**

\$337,100

MEDIAN HOUSING VALUE

**HOME TO 5%
OF JOBS IN COUNTY**

AVERAGE SALARY \$63,062
(<\$10k more than county average)

31.1
MEDIAN AGE



The City of Norcross is governed by a council-manager form of government. The City Council determines the city policies, and the City Manager is responsible for the city operations and execution of the set policies. The City Council consists of a mayor and five councilmembers. All councilmembers are elected at-large for four-year terms. Norcross operates an electric utility and is a member of MEAG (Municipal Electric Authority of Georgia).

\$49.5 MILLION DOLLAR

Budget

\$19.2 MILLION DOLLAR

General Fund

\$14.7 MILLION DOLLAR

Electric Fund

\$38.5 MILLION DOLLAR

Operating Budget

\$7.1 MILLION DOLLAR

Capital Budget

\$3.9 MILLION DOLLAR

Other Costs

**5 COUNCILMEMBERS
& A MAYOR**

125 EMPLOYEES

**20 MILES NORTH OF
ATLANTA ALONG I-85**

GWINNETT COUNTY

6 SQUARE MILES

POPULATION OF 17,706

(expected to grow to about 25,000 residents by 2040)

ACCOLADES

- Platinum Level Green Community**, Atlanta Regional Commission
- Best Green Government**, Gwinnett Clean & Beautiful
- Listed on the National Register of Historic Places** (first city in Gwinnett County to be recognized)
- CALEA Internationally Accredited Police Department**
- Participant in 3-year GICH Study**, Georgia Initiative for Community Housing
- Tree City USA**, The Arbor Day Foundation (16 years and counting!)
- Bee City USA**, Xerces Society for Invertebrate Conservation
- Purple Heart City**, Military Order of the Purple Heart
- Network of Age-Friendly Communities**, AARP
- Welcoming City**, Welcoming America
- Jeff Cook Safety Award**, Electric Cities of Georgia
- Community Choice Award**, Atlanta Regional Commission
- Regional Excellence Award**, Atlanta Regional Civic League
- Gwinnett's Best Downtown**, *Gwinnett Magazine*
- Gwinnett's Best Arts & Cultural Scene**, *Gwinnett Magazine*

LEARN MORE!

NorcrossGA.net

PUBLIC WORKS DIRECTOR

SUMMARY

This position performs highly responsible professional, administrative and technical work involved in planning and directing public works activities. Those activities include management and maintenance of streets and sidewalks, buildings, stormwater infrastructure, parks, buildings, fleet, and electric infrastructure. Activities also include the contracted collection and disposal of solid waste. Three areas of operation are managed as enterprises: Electric service/Norcross Power, solid waste/sanitation, and stormwater management.

This position supports the city's vision, mission, and principles. While performing any procedure, all personnel must observe applicable safety, health, and environmental rules and guidelines. Attend and participate in training opportunities and seminars relevant to this position. Adhere to appropriate City operating procedures, benefit rules, employment, and safety policies/practices.

DEPARTMENT

Public Works

REPORTS TO

City Manager

- ✓ Full-Time
- ✓ Exempt

ESSENTIAL DUTIES & RESPONSIBILITIES

- Manages the general operation of the department, including the oversight of four divisions -- Facilities and Fleet, Roads and Stormwater, Parks, and Norcross Power -- as well as the City Engineer.
- Manages the provision of other public works services, including management of the cemetery, management of a citywide solid waste, yard waste, and recycling contract, and oversight of community service workers.
- Hires, trains, supervises, counsels, and evaluates staff.
- Develops and implements operating policies and procedures as well as short and long-range plans for the department.
- Develops the operating and capital budgets for the department; oversees and monitors expenditures of department funds; and reviews purchase orders and other forms that require approval. Ensures compliance with HR and financial policies.
- Reviews the operation of each departmental function to ensure compliance with procedures and to assess efficiency and effectiveness.
- Assists other department heads with performing duties and resolving problems as necessary.
- Serves as purchasing officer for the department.
- Serves as liaison with consulting engineers and citizen groups on related projects.
- Ensures response to inquiries and complaints 24 hours a day from citizens and City leadership; and develops an action plan, if needed, to fix the problem in a timely manner.
- Resolves serious or complex customer complaints or inquiries.

Additional Duties and Responsibilities:

Other related duties as assigned.

ABOUT THE IDEAL CANDIDATE

The City of Norcross seeks a professional Public Works Director who is a dedicated team player and can quickly gain the confidence of the community. The successful candidate will be expected to demonstrate strong department leadership and have a passionate commitment to serving the diverse Norcross citizens and staff. The Candidate must demonstrate the ability to work in the area of long-range transportation plans, fleet management, oversight of capital improvement projects, electric utility, contracted solid waste and recycling, and storm water management. Additionally, the candidate should have experience in managing the work of outside contractors and working with an engaged citizenry to resolve concerns.

The ideal candidate must be a strategic thinker and embrace a leadership style characterized by clear and respectful communication with existing staff, valuing their skill sets, ensuring accountability for job performance, and fostering a cohesive team. The Public Works Director will have effective communication skills for conveying information accurately and succinctly to elected officials, citizen groups, and customers and should adequately communicate with staff at all levels, demonstrated with strong oral and written skills. The ideal candidate will have a proven ability to collaborate with individuals across various levels of government, showcasing a track record of achievement in public works operations, projects and management.

Minimum Qualifications Include:

- Bachelor's degree in public or business administration, engineering, or related field is required.
- Five (5) years of experience in public works of a similar size & complexity to Norcross or any equivalent combination of education, training, & experience providing requisite knowledge, skill, & ability to perform the essential functions of the job.
- Must have at least three years of supervisory experience leading a team.
- Possession of or ability to readily obtain a valid driver's license issued by the State of

CHALLENGES & OPPORTUNITIES

The new Director will be expected to provide leadership to and support for the following:

- The new Public Works Director will be expected to articulate a vision for the department and to develop short term/long term departmental goals that are aligned with the City's most recent comprehensive and transportation plans.
- The new Director will be expected to develop an effective customer service program within the department and hold all employees accountable for supporting the program, especially those employees who provide services directly to Norcross citizens.
- Current Department staff is talented but could benefit from additional training. The new director will be expected to act as a mentor to staff and to seek opportunities for their development. A session plan should be developed that encourages current employees to be prepared to accept greater job responsibilities when opportunities occur within the department.
- Norcross currently has a Capital Improvements Program that includes approximately \$13 million for improving transportation infrastructure, especially deferred resurfacing projects, over a six-year period. The new Director will be expected to implement a resurfacing program using a pavement condition analysis report that maximizes the use of current and future funding.
- A stormwater utility currently generates annual revenue of approximately \$1,194,884. The new Director will be expected to work with the City Engineer and a roads and stormwater superintendant to provide leadership to the utility that will ensure compliance with all NPDES permit standards. Stormwater activities and policies should be evaluated to ensure cost effectiveness and sensitivity to Norcross's growing urban environment.
- Norcross operates an electric utility that currently supports approximately 4,000 residential customers and 800 commercial customers. The utility has excess capacity; therefore, contracts to sell electricity to other entities. These contracts should be continuously monitored to ensure Norcross is maximizing its revenues. The Director should explore the possibility of expanding sales through additional service contracts.

COMPENSATION & BENEFITS

The expected starting salary range for this position is \$115,000 - \$135,000 (depending on qualifications of the selected candidate), with a comprehensive benefits package, including health, dental, life insurance and retirement benefits. Relocation expenses negotiable.

HOW TO APPLY

Interested candidates must submit by email a cover letter, resume, at least five job related references (with email and phone numbers), as well as salary history no later than close of business on **March 28, 2024; to lisaward912@gmail.com**. Please direct any questions to Lisa Ward, Senior Associate, Mercer Group Associates, at lisaward912@gmail.com or 706-983-9326 or Alan Reddish, Senior Associate, Mercer Group Associates, Cell: 706-614-4961.



MERCER GROUP ASSOCIATES

Mercer Group Associates
Alan Reddish, Senior Associate
706-614-4961
107 Indigo Lane
Athens, Georgia 30606