

General Manager - Meansville Riley Road Water Company, Inc.

Meansville Riley Road Water Company, Inc. (MRWC), a nonprofit rural water company serving customers in Union and Spartanburg Counties, South Carolina, seeks a hands-on General Manager to lead daily operations, staff, customer service, financial administration, regulatory coordination, and long-range planning.

About the Role

The General Manager reports to the Board of Directors and is responsible for ensuring safe, reliable, customer-focused, and financially responsible water service. The successful candidate will be a practical leader who can work with field and office staff, communicate clearly with the Board, maintain compliance discipline, manage budgets and projects, and strengthen operating systems.

Key Responsibilities

- Lead daily operations, office administration, customer service, maintenance planning, and emergency response coordination.
- Prepare budgets, monthly Board reports, purchasing recommendations, capital plans, and audit-support materials.
- Supervise, coach, schedule, and evaluate employees while promoting safety, accountability, training, and respectful teamwork.
- Coordinate with regulators, water suppliers, engineers, auditors, attorneys, contractors, insurers, and local/community partners.
- Maintain strong internal controls, clear records, compliance calendars, customer-service practices, and Board communications.
- Recommend operational improvements, policy updates, rates/fees, capital investments, and risk-management actions.

Minimum Qualifications

- High school diploma or GED; additional technical, business, public administration, engineering, utility, or management education preferred.
- Progressively responsible experience in utility operations, public works, infrastructure, business management, nonprofit service operations, or a closely related field.
- Supervisory, budgeting, customer-service, vendor-management, project-management, or board/senior-leadership reporting experience.
- Valid driver's license and ability to attend evening meetings, visit field sites, and respond to emergencies as needed.
- Ability to pass background, reference, credential, and other checks required by Company policy and law.

Preferred Qualifications

- South Carolina Water Distribution Operator and treatment license at or above the class required for the system, or ability to obtain/upgrade within a Board-approved period.
- Experience with rural water, public water systems, utility billing, financial reporting, audits, procurement, capital projects, asset management, compliance reporting, GIS/mapping, SCADA/telemetry, or emergency response.
- Experience reporting to a board, council, owner, cooperative, or member/customer-oriented organization.

- Degree In applicable or related field
- Compensation and Benefits
- Salary range: Industry competitive compensation and benefits. Final compensation will depend on qualifications and experience, subject to Board approval.

How to Apply

- Submit a cover letter, resume, three professional references, and any relevant water-operator license information to: Office@mrrwc.com or in person at 1779 Cross Keys Hwy, Union SC 29379.
- Position open until filled.
- MRWC is an equal opportunity employer. Candidate materials will be handled as confidentially as permitted by applicable law and Company policy.