
POSITION TITLES

Manager of Field Services-Water Distribution

The City of Toledo:

is a city in and the county seat of Lucas County, Ohio, United States. At the 2020 census, it had a population of 270,871, making Toledo the fourth-most populous city in the state of Ohio, after Columbus, Cleveland, and Cincinnati. Toledo is also the 79th-largest city in the United States. It is the principal city of the Toledo metropolitan area, which had 646,604 residents in 2020. Toledo also serves as a major trade center for the Midwest; its port is the fifth-busiest on the Great Lakes.

Why Work at City of Toledo?

- Benefits including health, dental, vision, life and disability insurance
- Pension OPERS: Fixed retirement benefits every month based on a formula that rewards years of service. The City contributes 14.00% of the employee's annual base salary and employees contribute 10.00% of their annual base salary.
- Supplemental Retirement: 457(b) deferred compensation plan and/or Roth 457(b)
- Employee Perks: Personalized discounts and savings to your favorite businesses.
- 14 Paid Holidays

Key Job Details: Manager of Field Services

Employer

City of Toledo

419-245-1500

Website:

<http://toledo.oh.gov/services/human-resources/>

Address

One Government Center, suite 1920

Toledo, OH 43604

Salary

\$81,432.00 - \$115,024.00 Annually

Department

Public Works

Location

Toledo, OH

Division

Water Distribution

Job Type

Full-Time

Opening Date

06/18/2026

Job Number

2026-00155

Closing Date

7/1/2026 11:59 PM Eastern

POSITION SUMMARY

Under general direction performs work of considerable difficulty in providing managerial, technical, administrative and supervisory direction and assistance in the operation of the Water Distribution division; plans, develops, manages and monitors special projects as assigned by the Director/Commissioner/Administration; performs related assignments as required.

ESSENTIAL JOB FUNCTIONS

- Provides managerial and administrative direction to professional, technical, maintenance, operational and support staff involved in water distribution systems, Field Service meter reading, meter inspections, meter installation and replacement, AMI/AMR programs, utility billing, collection and customer service operations.
- Plans, directs and coordinates special projects to ensure that implementation is carried out in accordance with governing regulations, specified objectives, priorities, time limitations and funding conditions.
- Performs and coordinates a variety of technical tasks that include the review, analysis of computerized records and materials.
- Utilizes independent judgment in the interpretation of policies, procedures, rules and regulations governing specialized administrative areas.
- Provides administrative and technical support and/or oversight with ERP related activities.
- Analyzes and prepares new or revised policies, programs and procedures to insure efficient operation of the Water Distribution division and to better serve the public.
- Ensures that assigned responsibilities are in compliance with applicable federal, state and local rules and regulations; provides technical and professional advice in area of expertise to other city administrators as requested.
- Prepares or oversees the preparation of detailed technical reports, legislation, correspondence and responses to Council referrals.
- Investigates and responds to complaints and inquiries.
- Maintains liaison and attends meetings with other governmental agencies, various trade, business, and community organizations, interest groups and the general public.
- Prepares or assists in the preparation of the annual budget and oversees budget administration to ensure compliance with fiscal requirements.
- Represents division/department at meetings and in litigation.
- Hears employee complaints and grievances and adjusts and/or recommends disposition of same.
- Counsels employees and/or initiates disciplinary actions and conducts employee investigations and/or hearings.
- Participates in the interview process for prospective employees and makes recommendations regarding appointments.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES

Knowledge of:

- The methods used in the maintenance and repairs of water mains and fire hydrants.
- Regulatory policies, local laws and regulations.
- Safety codes, policies and procedures.
- Bargaining unit agreements governing divisional/departmental personnel.
- The SAP and ERP system.
- Personnel management.
- Record keeping procedures and report preparation.
- Budgeting principles and fiscal management.
- Municipal operations.

Skill in:

- Presenting ideas and persuasively, verbally and in writing.

Ability to:

- Plan, direct, supervise and coordinate the work of subordinate personnel.
- Ability to establish and maintain working relationship with others.
- Exercise sound judgment in making decisions.
- Analyze and solve complex problems.

REQUIRED EDUCATION, EXPERIENCE AND CERTIFICATIONS

- Graduation from an accredited college or university with a Bachelor's Degree in Business Administration, Engineering, Public Administration or closely related area. Four (4) years of experience performing water distribution infrastructure, customer service, water meter reading, repair and installation, of which two (2) years must have been in a supervisory capacity.
 - A master's degree in one of the above stated disciplines may be substituted for one (1) year of non-supervisory experience.
 - If a candidate does not possess a bachelor's degree in any of the above referenced areas, consideration will be given to individuals who possess a high school diploma or General Educational Development (G.E.D) Tests equivalency and ten (10) years of experience performing water distribution infrastructure, customer service, water meter reading, repair and installation, of which three (3) years must have been in a supervisory capacity.

ADDITIONAL OR SPECIAL REQUIREMENTS:

Must possess a valid Driver's License.

PREFERRED EDUCATION, EXPERIENCE AND CERTIFICATIONS

- Registration as a Professional Engineer in the State of Ohio is preferred.

PHYSICAL DEMANDS

The physical demands described within this job description must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

In this position, the employee will frequently stand, walk, and sit. The position will occasionally require the employee to drive a personal and company owned vehicle. The employee will rarely lift, carry, push, pull, drag and/or move up to 25 pounds. Occasional stooping, kneeling, twisting, and crouching may occur with this position. Speaking and listening are constant essential functions of this position.

WORK ENVIRONMENT

The work environment described within this job description will be encountered while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The employee will work indoors frequently. Occasionally this employee will work outdoors and to travel to multiple worksites. At times, this position will require extended work hours. The noise level in the work environment is usually low; however, occasional moderate background noise can occur.

If you need assistance or an accommodation, or if you have questions about completing the online application, please contact the Department of Human Resources at (419) 245-1500.

Class Code: Manager-Public Services (7370)

APPLY AT

<https://www.governmentjobs.com/careers/toledooh>

In order to apply for jobs with the City of Toledo, all applicants must have a valid email address and create a governmentjobs.com profile.

Equal Opportunity

The City of Toledo is AN EQUAL OPPORTUNITY EMPLOYER. The City of Toledo will not deny equal opportunity in hiring, tenure, terms, conditions or privilege of employment on the basis of race, color, religion, sex, national origin, disability, ancestry, age or sexual orientation.