

Raleigh, North Carolina is seeking an experienced  
solid waste professional to serve as its next....

# Solid Waste Services Director



Raleigh

## City Profile

During the last 30 years, growth in Raleigh, and the surrounding Research Triangle Region, has consistently and significantly outpaced the nation. Fueled by an impressive mix of education, ingenuity and collaboration, North Carolina's capital city has become an internationally recognized leader in life science and technology innovation. It also happens to be a really nice place to live.

(source: Raleigh Office of Economic Development)







## The Community

Raleigh, North Carolina is one of the fastest-growing cities in the nation and the state's second-largest city behind only Charlotte, located just over a 2.5 hour drive away. Raleigh covers an area of more than 149 square miles and is home to a growing and diverse population approaching 500,000 residents. The City of Raleigh is both the county seat of Wake County and the capital of North Carolina. Known as the "City of Oaks" for its tree-lined streets, Raleigh is situated in the heart of North Carolina's Piedmont region, centering residents between the sandy Atlantic beaches and the Great Smoky Mountains.

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Raleigh, Chapel Hill, and Durham form the Research Triangle Park, which was founded in 1959 as a model for research, innovation and economic development; it is now the largest research park in the nation. The Raleigh-Durham-Chapel Hill combined statistical area (CSA), which encompasses Raleigh and surrounding counties including Wake, Durham, and Orange, has a population of almost 2.4 million.

Numerous institutions of higher education are located in Raleigh, contributing to a city abundant in educational opportunities and talent. The list includes North Carolina State

University, Wake Technical Community College, Shaw University, Meredith College, William Peace University, St. Augustine's University, and Campbell Law School. The Wake County Public School system works to contribute to this talent pipeline, setting a goal to achieve at least 98% annual graduation rate by 2028 and preparing these students for productive citizenship, as well as higher education or a career.

Raleigh is consistently rated one of the best cities in the United States for jobs with a diverse array of opportunities.



## The top ten employers within the city include:

- State of North Carolina
- Wake County Public School System
- Wake Med Health and Hospitals
- North Carolina State University
- Rex Healthcare
- City of Raleigh
- N.C. Department of Health and Human Services
- Duke Energy Progress
- Wake County Government
- Wake Technical Community College



## Below are some recent national recognitions for the City:

- Best-Performing Large Metro Area  
- Milken Institute, February 2025
- No. 1 Most Livable City  
- Far & Wide, December 2024
- Top five fastest growing areas for older Americans in 2020-2023  
- Triangle Business Journal, December 2024
- Raleigh Offers the Best Quality of Life on the U.S. East Coast  
- Travel & Leisure, September 2024
- One of the Safest Large Cities in the U.S. for 2024  
- Far & Wide, January 2024

## Form of Government

The City of Raleigh operates under a charter-mandated Council-Manager form of government.

The City is governed by a Mayor and seven Council members, with the Mayor and two Council members elected at large and the remaining five Council members elected from five districts within the City. The Mayor and Council members each serve two-year terms, and all have an equal vote.

The City Council establishes policies, enacts ordinances, approves the City budget and appoints the City Manager, City Attorney and City Clerk. The Manager administers the daily operations and programs of the City through the department directors, other staff members and employees with the assistance of four Assistant City Managers.

The City Council is currently evaluating changes to extend the length of City Council terms.

## Mission Statement

To build a stable platform of evolving services for our community through which we champion positive and sustainable growth and realize visionary ideas for all.

## Vision Statement

To pursue world-class quality of life by actively collaborating with our community towards a fulfilling and inspired future for all.

## Strategic Plan

The City of Raleigh is currently in its fourth year of the FY2021–2025 Strategic Plan. The Strategic Plan’s six key focus areas reflect the chief components that support the current and future identity and character of the city. The plan contains citywide objectives and strategic initiatives needed to support the key focus areas. Members of the City’s management team will be part of the greater conversation as to how resources and work efforts are directed toward meeting and supporting those objectives and initiatives. Raleigh’s strategic planning efforts also include performance management, which will assist the City with using its resources more effectively by illuminating successes and challenges. The six key focus areas are:

- **Arts and Cultural Resources;**
- **Economic Development and Innovation;**
- **Growth and Natural Resources;**
- **Organizational Excellence;**
- **Transportation and Transit; and**
- **Safe, Vibrant and Healthy Community.**

Toward this end, the City values open and transparent government, offering an online portal where residents can access a number of dashboards that demonstrate the City’s progress. An engaged community is also important to the City to help them gather input from the community on a wide range of issues impacting the overall quality of life. As the City continues to grow, leaders understand it is important to strategically plan for the future. The City works hard to utilize technology to enable government and citizens to work together on real-world initiatives that tackle the most pressing issues facing the community.



# Department Profile

The City of Raleigh Solid Waste Services Department provides high quality waste management solutions to the Raleigh community through residential curbside solid waste collection; curbside residential and multi-family recycling; curbside yard waste collection; operation of a yard waste processing center; maintenance and monitoring of a closed landfill, and necessary specialized and supporting services. The department works proactively to reduce waste and to increase recycling in Raleigh, while demonstrating a commitment to sustainability in all areas of its operations. Operating with a \$54.9 million budget, the Solid Waste Services Department includes 210 fulltime equivalent and six part-time equivalent employees.

Specialized services include services to the central business district, at special events and education and public outreach efforts focusing on increasing community awareness of solid waste services and programs. Supporting services programs include Geographical Information System (GIS), training and development, safety and code enforcement support the departmental operations.

## Key Initiatives and Opportunities

- Creating and maintaining positive relationships among senior managers and with employees in the department
- Preparing and guiding the department through community growth
- Managing the department's transition to a full, self-sustaining enterprise operation
- Expansion of the City's multi-family recycling program
- Implementation of new technologies to improve efficiency of service delivery and reduce missed collections
- Potential transition of the loose leaf collection service to the department and guiding potential change to the leaf collection delivery model
- Preparation of long-term vehicle replacement, including promotion of alternative fuel vehicles
- Consideration of composting and other waste management/disposal pilot initiatives
- Management of downtown waste collection pilot initiatives and review of current downtown waste collection model
- Adjust staffing model and routing to account for rapid population growth while ensuring equitable distribution of workload
- Creating a positive culture of collaboration, professionalism and mutual respect across all levels of the department
- Creating, communicating, and implementing departmental policies that demonstrate fairness while creating a high standard for the department
- Identifying opportunities to promote a safe work environment



## Candidate Profile

The Solid Waste Services Director is responsible for the direction, control and administration of all the functions of the Solid Waste Services Department. Directs the implementation of operations and programs of assigned department; provides strategic planning; coordinates, administers, and evaluates programs, projects, processes, systems, standards, and/or services; prioritizes and directs projects and initiatives in alignment with organizational strategy, mission and vision; ensures compliance with applicable regulations, standards, policies and procedures.

Reporting to the Assistant City Manager and working closely with the entire City Manager's Office team, the successful candidate will have a comprehensive knowledge of the laws and regulations governing solid waste services operations and administration. Thorough knowledge of the modern solid waste design, planning, and related principles and practices involving solid waste management activities.

As a member of the City's Management Team, it is important for candidates to have a demonstrated track record of responsive and timely communication skills; exercising strategic and political acumen, tact, and diplomacy; strong decision making; leadership and problem-solving skills; and the ability to establish and maintain effective working relationships with City officials, management, supervisors, and the general public. High quality internal and external customer service is valued.

The Director will establish long-range plans, develop and oversee budgets, and consult and report events and activities to senior management while supervising and evaluating staff. The City of Raleigh seeks a curious and forward-thinking solid waste services professional who will continue to advance the City and the Solid Waste Services Department.

## Education and Experience

A Bachelor's Degree in public administration or field directly related to assignment and ten years of progressively responsible related experience that includes significant management and progressive supervisory experience in municipal solid waste services operations. Public sector experience preferred. Applicants may substitute an equivalent combination of education and relevant experience to successfully perform the essential duties of the job.



# Compensation and Benefits

The City of Raleigh plans to offer a competitive salary (\$99,494 - \$184,064) commensurate with the successful candidate's qualifications and experience. When you join the City of Raleigh's work family, your benefits are an important part of your "total rewards." The City provides a comprehensive benefits package as part of the total rewards program to support employees through important events in their life, to enhance their life outside work, and to help them plan and prepare for the future. The City also participates in the North Carolina Local Governmental Employees' Retirement System (NCLGERS). **City of Raleigh Benefits**

# Application and Selection Process

The City of Raleigh Human Resources Department is partnering with Good Works Hope on this search project. For optimal consideration, candidates are encouraged to apply immediately by submitting a comprehensive resume, compelling cover letter, and list of professional references via the website: **<https://goodhopeworks.com/job-board/>**. References will not be contacted until mutual interest has been established. This position will be considered open until April 30, 2025.

Good Works Hope will conduct preliminary interviews as applications are received. Only the most highly qualified candidates will be invited to participate in the selection process that starts in May 2025. After a selection has been made, an offer will follow, contingent on the successful completion of the remainder of the City hiring process. It is anticipated the selected candidate will join the City of Raleigh by the end of June or a mutually agreed-upon date.

Confidential inquiries and questions regarding this position or the recruitment process should be directed to:

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Raleigh

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For more information about Raleigh, please visit:

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