



CITY MANAGER & GENERAL MANAGER

The City of Loudon (est. pop. 6,235) and Loudon Utilities are looking for a highly-skilled, **City Manager & General Manager** with hands-on experience in managing both a municipal operation and a public utility to provide administrative and technical leadership to one of the most incredible local governments in the country!

The ideal candidate will be:

- A Visionary, Team Builder and Influencer
- An excellent Communicator and Customer Servant
- An excellent Project Manager, Collaborator and Leader
- Technically-skilled, Educated and Experienced in both City Management and Utility Management

**RESUME & LETTER OF
INTEREST BY JANUARY 7TH**

History of **LOUDON**, Tennessee



Prehistorically, the 'state' was occupied by a loose collection of native peoples from **Mexico, South America** and the **Caribbean Islands**. Prior to the arrival of European explorers arrived, the area was occupied by the **Yuchi / Uchee** peoples who were replaced by in-migration the **Cherokee and Chiska** (Chickasaw) after disease ravaged and emptied the area. By the 18th century, the area was home to the Chickasaw, Upper Creeks and Yuchis. Tennessee comes from the Creek / Cherokee word *Taeno-si*, the ancient name given to the *Tennessee River*.

By the late 1700's, settlers had built homes on the banks of the Tennessee River. The busiest part of early Loudon was the waterfront, where steamboats lined the wharf to load and unload cargo. Tennessee was admitted to the Union on June 1, 1796, as the 16th state and earned the nickname "**The Volunteer State**" due to the many Tennessean volunteers during the **War of 1812**. What is now Tennessee was initially part of North Carolina, and later part of the Southwest Territory.

In 1817, James, John and Wiley Blair and family begin controlling traffic across the river. They dubbed the community **Blair's Ferry**. The small town consisted only of a steamboat landing, a store and a few houses. Blair's Ferry prospered with the arrival of the railroad in the 1850's, and the Town was renamed **Loudon** in 1858, in honor of the nearby **Fort Loudoun**, a colonial era fort and Military Leader / Scottish Nobleman. The Loudon Railroad Bridge became a key strategic objective during the Civil War. Due to its quick economic growth and central location within the county, Loudon was chosen as the county seat in the 1870's. [Source](#)

Today Loudon is a thriving city with a clear vision: *becoming a community where people want to live, work, visit and raise a family*. A city proud of the past and focused on the future!

More details about Loudon's History:

- <http://www.weloveloudon.com/index.html>
- <https://apalacheresearch.com/2021/10/16/tennessee-formerly-contained-native-american-immigrants-from-mexico-south-america-and-the-caribbean-islands/>



GOVERNANCE

City Council

Loudon has a **Council-Manager form of government** with a 5-member City Council consisting of a Mayor, Vice-Mayor and three (3) at-large Council Members. The City Council is the chief policy-making agency of the City. Council Members are elected to 4-year terms, and receive a small stipend, medical and life insurance for their services. Originally, everyone served 4 years, with all 5 members up for election at the same time. In 2022, 2 seats were changed to overlap by 2 years to ensure continuity through electoral changes.



Mayor & City Council

The City has a Private-Act Charter based on 1927 (pre-1953) law requiring a city's incorporation and charter (and charter amendment) to be ratified by the General Assembly and majority vote of the governing body.

The City Council appoints a City Manager, City Attorney, City Judge and appoints other residents to serve on other Boards and Commissions. City Council Member backgrounds include:

- **Mayor, Jeff Harris**, since 2014, Mayor since 2018; ret. Machinist / Plant Mgr., Dir of Student Ministries.
- **Vice-Mayor, Tim Dixon**, since 2018, vice-Mayor since 2022; ret. Manufacturing.
- **CM, James 'Bear' Webb**, since 2022; ret. Chief of Police (40 years with the City).
- ***CM, John Cardwell**, since 2022, ret. 2-star General, US Army.
- **CM, Eric Newman**, since 2022, Retail Sales.

Loudon Utility Board

Loudon Utilities is administered by a 5-member Board consisting of a Chairman, Vice-Chairman, and three (3) Board Members. The Loudon Utility Board is the policy-making body for the Utility. Board Members are appointed to 4-year terms by the City Council, and receive a small stipend, health & life insurance for their services. The Board has hiring, removal authority for the General Manager only.



Loudon Utility Board

- **Chair, Don 'Peno' Campbell**, since 2011, Chair since 2018 ret. TVA Utility Maintenance Coord.
- **Vice-Chair, Gene Farmer**, since 2015; Retired Plant Manager, Pastor & Faith Leader.
- **BM, Carlie McEachern**, since 2015, Professional Photography.
- **BM, Bart Watson**, since 2017, former Loudon Utility Worker, Farm Bureau Insurance Agent.
- ***CM, John Cardwell**, since 2022, ret. 2-star General, US Army.
* Serves on both City Council and Utility Board

City Manager / (Utility) General Manager

City Manager & General Manager duties are performed by the same individual.

The **City Council** appoints the **City Manager** to execute the policy directives of the Council, to manage the operations and activities of the City, and to advise the City Council on the overall conditions of the City.

The **Loudon Utilities Board** approves the City Manager to act as the **General Manager** of Loudon Utilities.



Municipal Building



The **City Manager** is responsible for preparation of the annual & capital budgets, management of the City's assets, procurement, personnel, and the effective / efficient organization of all City Departments under your authority.

Loudon is a full-service city with **\$143.8 million** in assets, a FY2024 operating budget of **\$11 million**, and a general Ad Valorem tax rate of \$1.0993 per \$100 assessed valuation. State of TN taxes based upon 25% of assessed value.

City Management Team

The City's Management Team consists of our (4) direct reports: *City Recorder/Finance, Engineering, Facilities & Maintenance, and Public Safety*. Previous City Managers assembled a dedicated Senior Management Team which leads **62 employees** in the following departments and divisions:

Engineer: 3 years with City

Recorder / Finance: 5 years, 1.5 as Recorder

Facilities & Maintenance: 24 years, 3 as Director

- **Parks & Recreation:** currently F&M Director
- **Sanitation:** 29 years (Foreman)
- **Streets:** currently F&M Director
- **Vehicle Maintenance:** currently F&M Director

Public Safety: 26 years, 15 as Fire Chief / 2 as Director

- **Fire:** 22 years, 1 as Deputy Fire Chief
- **Police:** 19 years, 1 as Deputy Police Chief
- **Bldg. Insp. / Code Enforce.:** 20 years, 7 as Director

The **General Manager** is responsible for procurement, asset management, personnel, preparation of annual and capital budgets, and reorganization of divisions within the Utility for greater efficient and effective service delivery

Loudon Utilities and its **79 FTEs** provide Wastewater, Water, Electric, and Natural Gas services to more than 30,000 customer connections within a service area of >30 sq/mi in 2 counties (area 3x larger than the City).

Together, the General Manager and Utility Board are responsible for managing a **\$89.6 million** operating budget and **\$58.23 million** capital budget

Loudon Utilities Management Team

The General Manager's Management Team include seven (7) Directors: *Gas, Electric, Water, and Sewer, Support Services, Customer Service, Finance & Administration*.

The Management Team is highly-experienced and leads **79 employees** in the following departments:

Electric: 6 years, 4 months as Director

Gas, Water and Sewer: 24 years, 20 as Director

Customer Service: 37 years w/ LUB, 5 as Director

Finance & Administration: 5 years, 1.5 as Director;

Support Services (HR, IT, Safety): 27 years, 5 as Dir;

USEFUL DOCUMENTS

[City Strategic Plan 2023 \(Draft\)](#)

[Loudon Utilities 2024-2026 Strategic Plan](#)

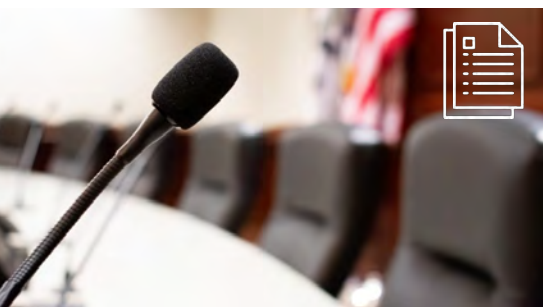
[City 2023 –2024 Audit Report](#)

CITY SERVICES & STATISTICS

The City of Loudon's 62 full-time employees provide a wide-range of municipal services to the City's 6,200 residents with a FY2023 operating budget of \$11 million. Employees and residents take pride in their city's services.

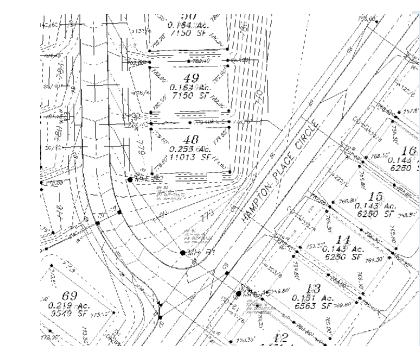
Key departments include:

City Recorder & Finance, Facilities & Maintenance, Engineering, and Public Safety.



City Recorder & Finance

Responsible for Public Records, Meetings, Agendas, Ordinances and Resolutions; Budget Preparation, Procurement, Collection of Alcohol & Business & Property Taxes, Court & Permit Fees.



Engineering

Civil Engineering planning, surveying, mapping, design and construction management services to the City and LUB including design and coordination of \$150 million in capital projects currently in development or under construction.



Facilities & Maintenance

Responsible for Sanitation / Recycling / Solid Waste, Street / Sidewalks, Parks/Fields/Trails/ Pavilions/Pool/ Courts/Docks and all Recreation Programs.

>125 miles of streets & alleyways, >3,120 tons of debris / solid waste collected annually, 115 acres of parks, 9 miles of trails, and 60 public toilets.



Public Safety

Fire responds to an annual average >1,300 service calls from 2 stations; 17 FTEs / 21 PTEs.

Police responds to an annual average of >9,500 service calls; 17 FTEs / 9 PTEs.



LUB SERVICES & STATISTICS

Loudon Utilities Board (LUB) was founded in 1939 as a public power distributor on the **Tennessee Valley Authority (TVA)** electric power grid. As a public utility, it operates under the Municipal Electric Plant Act of 1935. It utilizes an appointed Power Board with a General Manager as its chief executive officer. LUB's 79 employees provide full-service utilities of Electric, Water, Sewer & Natural Gas to a combined total of 30,000 customer connections.

Each utility service has a unique area geographically (see maps below).



Electric Department

Services >14,000 customers, 810 miles of transmission lines, 12 substations in Loudon & Monroe Counties (Cities of Loudon, Philadelphia & Vonore).



Natural Gas Department

Delivers to >5,200 customers through 277 miles of pipeline in Loudon and Monroe Counties (Cities of Greenback, Loudon, Philadelphia & Vonore).



Water Department

Delivers to >6,100 customers through 215 miles of pipeline; Treats 10.3 MGD - soon to be 26 MGD with \$80 million WTP expansion.



Wastewater Department

Treats up to 14 MGD from >2,700 customers through 73.6 miles of pipeline throughout service area.



THE IDEAL CANDIDATE

Steady, Proven Leadership & Continuity

- ◇ Highly organized; strong experience in Utility AND Local Government, Public Finance, Economic Development & Strategic Planning;
- ◇ Effectively works with 2 elected bodies. Balance City Council & Utility Board priorities;
- ◇ Values a highly-effective Management Teams;
- ◇ 'Return and Report': Uses Key Performance Indicators (KPIs) & Performance Measurement to effectively assign work, report progress and maintain accountability;
- ◇ Mastery of Public Finance;
- ◇ Meets regularly with Management Team and encourages Department Heads to lead;
- ◇ Attracts and retains employees who love the City / Utility and don't want to leave;
- ◇ Crisis Manager who effectively identifies and mitigates risks;

Collaborator, Team Builder & Influencer

- ◇ Integrity, charisma, and strong moral character;
- ◇ Inspirational, approachable, positive, infectious attitude which mentors and inspires others;
- ◇ A 'personal' and kind professional who genuinely motivates and inspires others;
- ◇ Openly supports and promotes all departments, supports their mission, recognizes employee / department success, and awards performance;
- ◇ Collaborates w/ social & regional stakeholders;
- ◇ Effectively delegates authority, and actively promotes performance measurement;
- ◇ Outside-the-box, tactical administrator;

Hands-on Utility Management Experience

- ◇ Public Administrator who has managed one or more of the following utilities: *Electric, Gas, Water or Wastewater*.
- ◇ Capital Infrastructure Construction, Deferred Maintenance, Asset Management and Long-Range Planning.

Customer Servant

- ◇ Embodies, builds a Customer Service culture;
- ◇ Instills passion and focus among employees, boards and committee members;
- ◇ Fosters the 'family culture' existing throughout City Hall, Utility and community;
- ◇ Honest, enthusiastic, sincere and transparent;

Understands 'Small-community' dynamics; high-growth communities

- ◇ Supports and attends local events;
- ◇ Engages and 'fellowships' with the employees and members of the community;
- ◇ Effectively communicates issues with stakeholders;
- ◇ Invested in the success of the community;

Communications & Technology

- ◇ Balances advocacy and inquiry and entertains various viewpoints;
- ◇ Implements modern communications technologies & social media to engage / inform the public and to maintain efficient municipal operations;
- ◇ Explains the operational and fiscal impacts of policies, decisions and visions to stakeholders;
- ◇ Promotes effective communication among elected officials, department heads, employees, and citizens;

OPPORTUNITIES & FUTURE CHALLENGES

City of Loudon

- Loudon Strategic Plan
- Economic Revitalization
- Rapid Growth, Plans and Policies
- New City Offices & Community Center
- Developing a Capital Improvements Program
- Communications Technology
 - *Improved interaction w/ the Public*
 - *Modern Technology for City Operations*

Loudon Utilities

- Employee retention; Succession Planning
- Work-Order System, Procurement Policies, and Internal Controls
- Capital Infrastructure (CIP), Long-range Plans (*Electric, Gas, Water & Wastewater*)
- Deferred maintenance Rates & Service Fees
- Communications Technology
 - *Improved Customer Service resources*
 - *Modern Technology for Utility Operations*

QUALIFICATIONS & COMPENSATION

Education & Experience

- ◇ Bachelor's Degree in Engineering, Business Administration, Public Administration, Utility Management or related field from an accredited four-year university.
- ◇ Master's Degree preferred but not required.
- ◇ Five (5) or more years of experience in managing a local government.
- ◇ Five (5) or more years of experience in managing a public or private utility.
- ◇ Strong Financial and Performance Management skills.
- ◇ High-growth local government experience.
- ◇ Utility AND Local Government Management, Economic Development, Public Finance & Strategic Planning.

Desired

- ◇ Tennessee local-government experience.
- ◇ Federal / State utility regulations .
- ◇ Tennessee Valley Authority (TVA) experience.

Essential Duties and Responsibilities

The City Manager / General Manager of the City of Loudon is the chief administrative officer of the city government, responsible for the day-to-day operations of all city departments. The City Manager / General Manager reports to both the City Council and Utility Board, and is responsible for implementing the policies and directives of both bodies.

- ◇ Oversee the daily operations of all city departments, including *Recorder / Finance, Public Safety, Engineering, Electric Utilities, Customer Service, Facilities & Vehicle Maintenance, and Support Services, Gas, Water & Sewer,*
- ◇ Develop and implement the city's Annual Budget and Capital Improvement Plan
- ◇ Manage the city's workforce and ensure compliance with all applicable laws and regulations.
- ◇ Represent the city to the public and to other government agencies.
- ◇ Work closely with the City Council and Utility Board to develop and implement the city's long-term Strategic Plan

Past City Managers / General

The City of Loudon & Loudon Utilities has had three (3) City Managers in 36 years (19 years, 10 years, and 6 years).

Compensation

- \$155,000 to \$175,000 / year salary (DOQ)

Benefits

The City of Loudon pays 100% Employee *and* 100% Dependent insurance coverage!!!

Medical, Dental, and Vision Insurance:

- *Medical & Dental (Humana)*
- *Vision (self-funded)*
- *Prescription Drug*

Short-term Disability: *Cafeteria + AFLAC/Allstate)*

Life Insurance: *\$75,000 benefit*

Retirement: *Defined Benefit Plan through the Tennessee State Retirement (TCRS);*

5% employee contribution required

Professional Development & Memberships

Vacation Leave: *2 weeks / 80 hours per year*

Sick Leave: *8 hours per month*

Residency

Residency within the City of Loudon not required, but living within a reasonable commute of the City is expected.

Equal Opportunity

The City of Loudon & Loudon Utilities is an Equal Opportunity Employer which values public service, equal opportunity and the importance of diversity in the workplace. The organization is committed to a workforce building and serving the community's residents and businesses with a commitment to these values:

**Responsibility, Respect, Teamwork, Honesty
and Diversity / Inclusion.**

Veterans, all genders & ethnicities are encouraged to apply. Tennessee is an at-will employment state.

Confidentiality

"Under Tennessee law employment applications may be subject to open records request."

GEOGRAPHY

Loudon, Tennessee is a livable, urban city with a small town feel located in East Tennessee, 34 miles southwest of Knoxville located along both sides of the Tennessee River and is part of the **Knoxville Metropolitan Statistical Area**.

Loudon is midway between Cincinnati, Atlanta, Nashville and Charlotte, and within a day's drive over 1/2 of the nation's population. Principal U.S. industrial markets including Boston, New York, Pittsburgh, Chicago, Dallas, and Miami, are within a two day's drive.

The City has an incorporated area of 9.6 square miles—9.3 sq/mi is land and 0.3 sq/mi is water.



Air Travel

- **McGhee Tyson Airport (TYS)** In Knoxville (35 mi) is serviced by Allegiant Air, American Eagle and Delta Air Lines.
- **Nashville International (BNA)** (166mi) is served mainly by Southwest Airlines, American Airlines and Delta Air Lines.
- **Hartsfield-Jackson Atlanta International Airport (ATL)** (194 mi) is served by Delta Air Lines, Delta Connection, Southwest Airlines, Frontier Airlines, Spirit Airlines, British Airways, and Air France.



Driving Distances

Knoxville, TN	(.5 hrs)
Nashville, TN	(4 hrs)
Memphis, TN	(5.4 hrs)
Atlanta, GA	(2.5 hrs)
Charlotte, NC	(4.2 hrs)
Washington, D.C.	(7.5 hrs)
Pittsburgh, PA	(8 hrs)
Detroit, MI	(8 hrs)
New Orleans, LA	(8.2 hrs)
Chicago, IL	(8.4 hrs)
Orlando, FL	(9 hrs)
Dallas, TX	(12 hrs)

COMMERCE

Loudon is a prime destination for advanced manufacturing companies that have recognized the area offers access to world-class science and technology centers, manufacturing, corporate services, creative media services, energy, and transportation. Tennessee's business-friendly environment has no personal income tax on wages and salaries, and the state has the lowest state debt per capita in the country and the second lowest in the U.S. for state and local tax taxes paid per capita (Source: www.tnecd.com)

The top employment sectors are: *Hi-Tech / Research, retail trade, manufacturing, healthcare, education, and government / public administration.*

Top 10 Employers in the Knoxville MSA

Business	Sector	FTEs	Business	Sector	FTEs
Covenant Health	Health Care	11,357	Oak Ridge National Laboratory	Hi-tech; Research	5,772
Knox County Schools	Education	9,558	University of Tennessee Medical center (UHS)	Education	5,387
The University of Tennessee - Knoxville	Education	8,959	Clayton Homes, Inc.	Construction	5,047
Y-12 National Security Complex	Government	7,800	DENSO Manufacturing Tennessee, Inc.	Manufacturing	5,000
Wal-Mart Stores, Inc.	Retail	6,863	Dollywood Co./Dollywood Splash Country	Recreation / Entertainment	4,500

(Source: www.eteda.org)

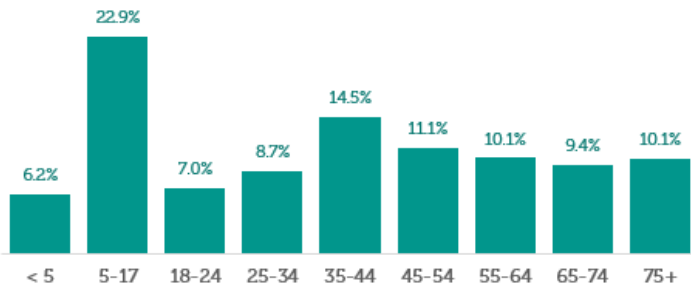
DEMOGRAPHICS

Population

2020 projections show a population of 5,992 with an increase in 2022, reaching 6,317.

Age Distribution

The median age in Loudon is 43 (*TN average is 39*). The largest segment of the local population are those between the ages of 5-17 (23%) followed by 35-44 (15%) - reflecting a youthful community.



Ethnic Composition

The U.S. Census Bureau estimates, the city's gender and ethnicity composition to be 50.3% Female, 49.7% Male, 71.1% White, 24.1% Hispanic or Latino, 3.7% Asian, 1.1% Black or African American.

Median Income

The median household income in Loudon is \$52,794. The median property value in 2021 was around \$161,400. Unemployment is around 3.3%

Education

27.5% of the residents have attained a higher degree:

- 2.3% Doctorate and Professional
- 5.4% Master's
- 13.9% Bachelor's
- 5.9% Associate's

44.2% High School Diploma / some college
28.3% no High School diploma.

Cost of Living

Cost of Living in Loudon is 79/100 - 21% lower than the national average. Housing is 51.1% lower than the national average.

CLIMATE

Loudon has a mild climate with hot summers and cold winters. In summer the temperatures can reach up to 90°F, while in winter temperatures can drop below 32°F.

Loudon receives an average of 46" of rain annually. The wetter season lasts from March to August, with a greater than 34% chance of a given day. Snow is rare, typically only seen in the higher elevations near the city.

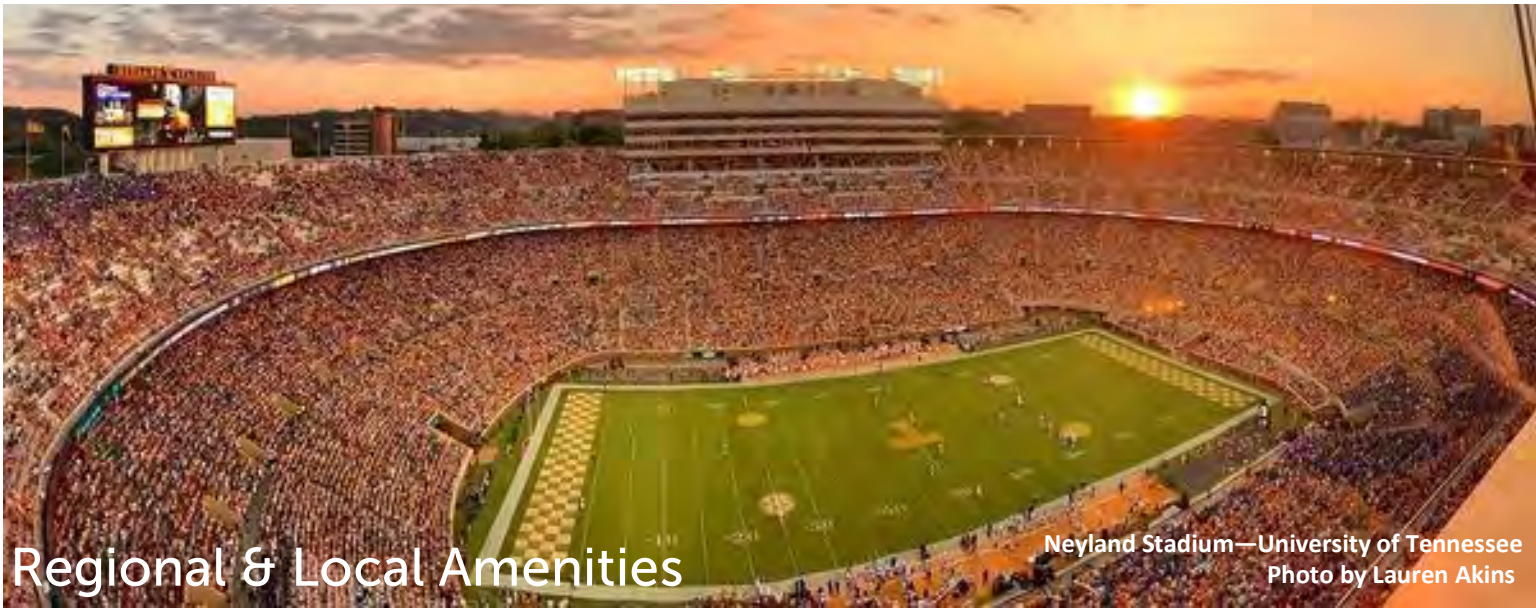
The area generally enjoys sunny clear days throughout the year, making it an ideal place for outdoor activities such as hiking and swimming.

#1 city to live in Tennessee (*Knoxville*)

#21 Best place to live in the US (*Knoxville*)

#51 Best Place to Retire in the US

~ US News and World Report 2023



Regional & Local Amenities

Neyland Stadium—University of Tennessee
Photo by Lauren Akins

Don't miss out on the opportunity to enjoy the sights and sounds of every season! Within minutes of leaving home, residents can:

- Attend world-class cultural events and concerts at the Historic Lyric Theater.
- Bike, walk or run the miles of walking trails along the Tennessee River or parks throughout the city.
- Beautiful Loudon is home to several top-rated golf courses, designed by some of the sport's biggest names, including Greg Norman.
- Browse numerous shops and boutiques and Farmers Market between Spring and late Summer.
- Experience the *Hatfields & McCoys Dinner Theater*, *Titanic Nerf & Crayola* attractions, water parks, comedy shows, and night life in [Pigeon Forge](#) and [Gatlinburg](#).



Historic Loudon County Courthouse



Loudon's renovated & restored Historic Downtown has a variety of delicious restaurants and local merchants including antiques, art, quilting, boutiques and other specialty shops.



Pigeon Forge



Anakeesta Mountaintop Adventure Park

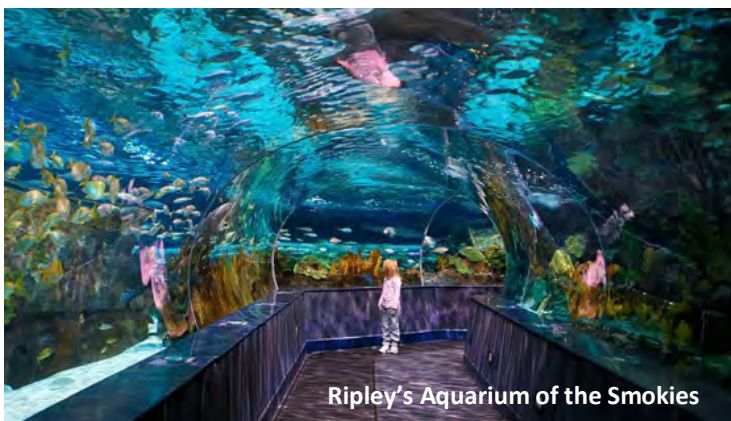
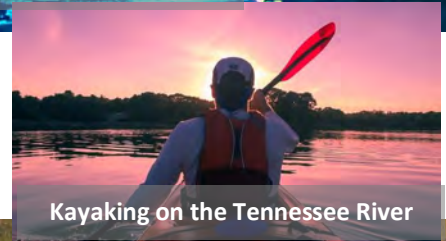
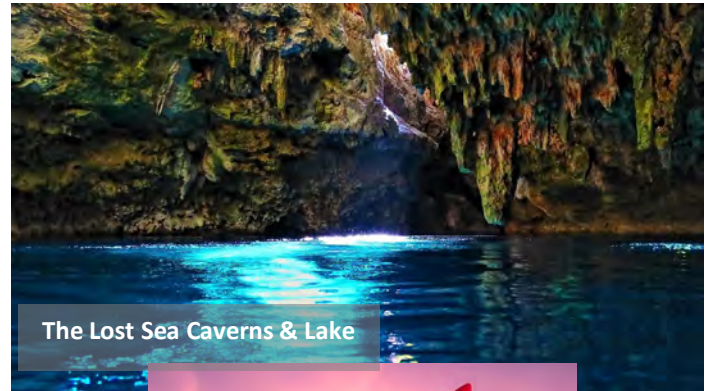


Regional & Local Amenities

The stunning background of the **Great Smoky Mountains** offers an array of lakes, rivers and an incredible landscape, Loudon offers visitors an incredible outdoor experience, with miles of walking trails and several municipal parks with activities for all ages. Boating, canoeing and kayaking are extremely popular—and Loudon County is known as one of the best fishing and hunting counties in Tennessee.

Within a short drive from Loudon:

- Visit the **Great Smoky Mountains National Park** (one of the world's most biological diverse sanctuaries), **Bald River Falls**, or the **East Lakeshore Trail** at **Tellico Lake** - part of the **National Recreation Trail**.
- **The Lost Sea** - America's largest underground caverns and lake
- **The Tennessee National Gold Club**.
- Visit **Pigeon Forge**, **Fort Loudoun State Historic Park**, **Dollywood**, or **Ripley's Aquarium of the Smokies**.
- Knoxville's **University of Tennessee Athletics**, **Art and Museums**, **Zoo**, **Orchestra**, **Opera**, **Ballet**, and other musical venues and international cultural centers.





CITY MANAGER / GENERAL MANAGER

How to Apply

Resume and Letter of Interest by EMAIL only to:

CityManager_LoudonTN@municipalsolutions.org

Direct questions to the Municipal Solutions recruiting team at the email above or by calling (888) 545-7333.

Timeline & Selection Process

- Jan 7- Deadline to Express Interest
- Dec 5 - Jan 21 - Initial Candidate Screening
- Jan 21 - Feb 1 - Comprehensive Background checks
- Feb 19/20 - Finalist Interviews & Selection

Under Tennessee law, employment applications or expressions of interest may be subject to open records request.

This recruitment is actively managed by:

