Building a Career at Metro Water Services

Before most of Nashville wakes up, a Metro Water field crew is already at work. A water main has ruptured beneath a busy street, sending water rushing along the asphalt, pooling in front of nearby homes and businesses. While most people see traffic cones and equipment, the crew sees a community counting on them to do their job. They work quickly to isolate the break, make repairs on the line, and restore service.

In a laboratory, a lab technician carefully places a sample beneath a microscope and begins another round of testing. Rows of glassware, analytical instruments, and computer monitors fill their workspace. Each sample represents water families drink, rivers and streams that support wildlife and ecosystems and the confidence Nashvillians place in Metro Water every day.

Long before the morning rush of traffic begins, a water treatment plant operator is doing their part. The hum of pumps echoes through the facility as gallons upon gallons of water rush through the carefully monitored treatment process. Inside the control room, large screens glow with real-time data. The operator watches intently to track the flow rates and make adjustments when needed.

These are just a few glimpses into the world of Water and the many roles within MWS that help keep Nashville running smoothly with safe, reliable water.

It's More than a Job

When people turn on the tap, take a shower, or rely on clean water, they may not think about the dedicated professionals who make it all possible. At Metro Water Services, our work touches the lives of thousands of residents and businesses every day, providing essential services that protect public health, and keep Nashville moving forward.

As a public utility, we play a vital role in maintaining the infrastructure and services people depend on. What many don't realize, however, is that Metro Water is also a place where meaningful, long-term careers are built. Behind every treatment plant, maintenance crew, engineering project, customer service interaction, and technology solution are employees who have chosen careers dedicated to serving their community.

Water utilities provide essential services people rely on every day. That makes careers in water rewarding, combining long-term stability with the satisfaction of knowing your work directly benefits your neighbors, businesses, and future generations. The result is a workforce filled with individuals who have built lasting careers while making a meaningful difference every day.

Furthermore, at a time when many industries are facing uncertainty, the water sector continues to offer something valuable: stability, purpose, and opportunity. Across the country, water utilities are preparing for a significant workforce transition as experienced professionals retire, creating an ever-growing need for workers. Utilities need the next generation of operators, technicians, tradespeople, engineers, and leaders. Industry research estimates that roughly **half of utility workers** could be eligible for retirement by 2030, creating career opportunities throughout the water profession.

This fact, combined with ongoing investments in water, wastewater, and stormwater infrastructure, means the future of the water industry is filled with opportunity. For those seeking a career that provides both career growth and meaningful service, there has never been a better time to consider a future in water!

A Utility Built for Long-term Career Growth

One of the great advantages of working in public utilities is the opportunity for long-term career development. We truly believe there is a position and place for everyone.

Our workforce includes a wide variety of professions and career paths, including:

- Operations and treatment plant staff
- Maintenance and skilled trades professionals
- Apprentices and trainees
- Educators
- Engineers and technical specialists
- IT professionals
- Supervisors, managers, and leaders

Whether someone is entering the workforce, changing careers, or looking to advance their skills, Metro Water offers opportunities across many disciplines and areas.

A key part of that growth comes through professional development programs, certifications, and hands-on training. Employees have opportunities to earn industry-recognized credentials and gain specialized knowledge.

By developing talent from within, Metro Water helps employees move into new roles and leadership opportunities while ensuring the organization continues to benefit from their experience.

In fact, many of Metro Water's most successful and experienced professionals began in entry-level positions before advancing into supervisory and management roles. Their

journeys demonstrate that Metro Water is not only a workplace, but also a place where employees can build lifelong careers.

Job Security: People Keep Flushing

Trends change, technology evolves, and markets fluctuate. But one thing never changes: people need water. Every day, homes and businesses depend on safe drinking water and reliable wastewater services. As long as people need to wash their hands, take a shower, and flush the toilet, there will be a need for skilled professionals to operate and maintain the systems that make those everyday conveniences possible. Because these services are essential, careers in water offer a level of stability that is difficult to find elsewhere.

Looking Ahead

This article is the first in a series focused on careers at Metro Water Services. In the coming months, we'll highlight specific roles, explore different career pathways, and share the stories of employees who have grown their careers within MWS. We invite you to follow along as we take a closer look at the careers that keep Metro Water running.

Interested in exploring a career with Metro Water Services? Job openings are posted through Metro Nashville’s Employment Center. We want to encourage you to keep an eye on available positions and learn more about the opportunities to serve our city.

Stay Tapped In!