

WATER DEPARTMENT SUPERINTENDENT-WATER

DEFINITION

Responsible technical, administrative and supervisory work in directing the operations and maintenance of the municipal drinking water storage, distribution and treatment system; all other related work, as required.

ESSENTIAL FUNCTIONS

The essential functions or duties listed below are intended only as illustrations of the various type of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.

- Supervises, plans, directs, and administers all aspects of the Department. Oversees and supervises division personnel, consulting engineers, and contractors; assigns and oversees the completion of all projects; oversees the maintenance and repair of the water system. Plans, lays out, and supervises new construction. Supervises the installation and maintenance of meter systems, wells, and pumping stations. Supervises and provides customer service.
- Formulates, in conjunction with the Board of Water Commissioners, operating and capital budgets, departmental policy, and procedures.
- Oversees management of department budget and personnel administration; administers departmental expenditures, including contracts for outside services; administers all short-term and long-term planning.
- Participates in the process of hiring of new employees, evaluates employee performance, and recommends employees for commendation or disciplinary action.
- Oversees meter reading and water billing; Resolves disputes.
- Ensures compliance with all applicable local, State, and federal regulations for drinking water supply and water treatment operations. Completes and signs all state Department of Environmental Protection reports.
- Ensures the security and resilience of the public potable water system
- Supervises the towns cross connection program.
- Coordinates the needs and operations of the division with all interested and affected parties, such as town agencies, utility companies, and private property owners. Communicates with

contractors and developers to ensure that customers' interests are protected. Coordinates the work of outside contractors and town staff.

- Provides emergency response to water service interruptions (leaks, reduced pressure, loss of service) and ensures efficient and economical repairs; resolves customer complaints; Determines cause of service interruptions and assigns appropriate responsibility.
- Maintains and orders stock items used in division activities; administers requisitions and purchases parts, as needed.
- Attends professional meetings and seminars.
- Performs other similar or related work, as required, or as situation dictates.

SUPERVISION RECEIVED

Under the administrative direction of the Board of Water Commissioners, the Superintendent works from policies, goals, and objectives; establishes short-range plans and objectives, departmental performance standards and assumes direct accountability for department results; consults with the supervisor only where clarification, interpretation, or exception to policy may be required or as requested by the supervisor. The employee exercises control in the development of departmental policies, goals, objectives and budgets and is expected to resolve all conflicts which arise and coordinate with others as necessary.

SUPERVISION EXERCISED

The supervisor, as a regular and continuing part of the job, is accountable for the quality and quantity of work done by subordinates and assures the accomplishment of the assigned work in the prescribed manner. The employee gives advice and instruction on both administrative and work matters; informs subordinates of organizational policies, goals and procedures; resolves employee complaints and effects disciplinary actions and has substantial responsibility for technical soundness of subordinates' work.

JUDGMENT AND COMPLEXITY

The work requires examining, analyzing and evaluating facts and circumstances surrounding individual problems, situations or transactions, and determining actions to be taken within the limits of standard or accepted practices. Guidelines include a large body of policies, practices and precedents which may be complex or conflicting, at times. Judgment is used in analyzing specific situations to determine appropriate actions. Requires understanding, interpreting and applying federal, state and local regulations.

NATURE AND PURPOSE OF CONTACTS

Relationships are constantly with co-workers, vendors, the public and with groups and/or individuals who have conflicting opinions or objectives, diverse points of view or differences where skillful negotiating and achieving compromise are required to secure support, concurrence and acceptance or compliance.

CONFIDENTIALITY

Employee has access to sensitive information in the performance of their duties.

EDUCATION AND EXPERIENCE

Associate Degree or equivalent technical training in a related field; Bachelor's degree preferred; five to seven years of experience in water or sewer system maintenance and construction; three to five years at Supervisor/Foreman level or above; Experience at a management level preferred; or an equivalent combination of education and experience.

Special Requirements

Massachusetts Water Distribution License, Grade 2
Massachusetts Water Treatment License, Grade 2
Motor Vehicle Operator License
OSHA 10 Certification

KNOWLEDGE, ABILITY, AND SKILLS

Knowledge: Expert knowledge of the local, state and federal water treatment regulations.

Thorough knowledge of the policies and operating procedures of the town water system.. Detailed knowledge of the distribution system, and materials, methods and techniques relative to underground installations. Thorough knowledge of SCADA. Thorough knowledge of the hazards and safety precautions, including OSHA regulations, involved in water distribution construction and repair work, including the proper operation of required software, tools and equipment. Thorough knowledge of public works construction and maintenance methods, materials and techniques; public works financing and administration. Considerable knowledge of budgeting, personnel management and purchasing procedures. Working knowledge of Massachusetts public procurement, public meeting, public records, and ethics laws.

Abilities: Ability to plan, assign and supervise the work of groups of employees engaged in a variety of public works construction and maintenance operations. Ability to communicate effectively orally and in writing. Ability to establish and maintain effective and harmonious working relationships with employees and employee unions, town officials and departments, state agencies, the public, consultants, vendors and contractors. Ability to interact with employees and employee unions the public tactfully and effectively and maintain positive public relations. Ability to prepare and

administer budgets and prepare financial reports. . Ability to explain complex, technical issues to the general public. Ability to read and interpret blueprints, drawings, plans, technical manuals, and specifications. Ability to enforce regulations firmly, tactfully, and impartially.

Skills: Excellent management and leadership skills. Excellent labor relations skills. Skill in developing policies and procedures to accomplish goals and objectives. Excellent customer service and public relations skills. Excellent organizational skills. Proficiency in software applications customarily used in municipalities and public works for word processing, spreadsheets, database, presentations, drafting, mapping, and water system operation and control.

WORK ENVIRONMENT

Working conditions involve occasional exposure to intermittent machine or related noise or a combination of unpleasant elements such as odors, chemical fumes, dust, smoke, heat, cold, oil, dirt or grease. Includes work under typical shop conditions or outdoor work. Employee may be required to work beyond normal business hours in response to emergency situations or to attend evening meetings.

Working conditions involve occasional exposure to elements found in the field, such as work sites, walking property to inspect, construction sites, etc. Employee may be required to work beyond normal business hours in response to emergency situations or to attend evening meetings.

PHYSICAL, MOTOR, AND VISUAL SKILLS

Physical Skills

Administrative work is in an office setting, involving sitting, with intermittent periods of stooping, walking, and standing. When in the field, work requires agility and physical strength, such as moving in or about construction sites or over rough terrain or standing or walking most of the work period. Occasionally, work may require lifting heavy objects and carrying them (up to 50 lbs.). There may be need to stretch and reach to retrieve materials.

Motor Skills

Duties may involve assignments requiring application of hand and eye coordination with finger dexterity and motor coordination.

Visual Skills

Visual demands require routinely reading documents for general understanding and analytical purposes such as plans, maps, surveys, contracts, and technical specifications.