

Position Title: Water Superintendent
Department: Public Works
Reports to: Director of Public Works
Hours: 40 hours per week
Date: January 24, 2023
Salary: \$90,000 to \$100,000

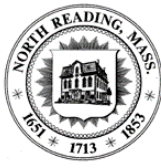
Position Purpose:

Performs administrative, supervisory and technical work in planning, managing and directing the operation and maintenance of the Town's municipal water supply system. Ensures the water system is operated to meet all Federal, State and local regulations relating to the Safe Drinking Water Act. Performs all other related work as required.

Essential Functions:

(The essential functions and duties listed below are intended only as illustrations of the various types 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.)

- Plans, supervises and actively participates in all aspects of the operation, maintenance and administration of North Reading's municipal water system. Responsible for ensuring an adequate supply of water is available for consumption and other uses, including ensuring an adequate supply of water is maintained in reserve (storage) for fire protection needs.
- Develops long-term plans for maintenance, replacements and improvements to capital assets, including water distribution system components such as water mains and water storage tanks as well as the water supply components of the water system.
- Creates and maintains financial models used for setting water rates, projecting water consumption, capital plans and revenue tracking. Prepares the Water Department's annual operating budget and capital plan.
- Oversees a number of State and Federal programs to ensure the water system is operated in compliance with the Safe Drinking Water Act and Code of Massachusetts Regulations 310 CMR 22.
- Responsible for overseeing all aspects of the municipal utility billing system, encompassing both water and trash billing, and including but not limited to: creating and maintaining water and trash accounts, generating and committing quarterly water and trash bills, final water bills, miscellaneous bills and charges, and billing abatements and adjustments.
- Maintains records of water production, chemical feed systems, water quality testing and backflow testing and files monthly, quarterly and annual reports as required by MassDEP and USEPA.
- Responds to inquiries concerning water quality, water bills, water pressure, capital projects and other issues relating to the municipal water system raised by customers and residents.
- Provides technical expertise in the operation and maintenance of the municipal water system, and in the treatment and distribution of potable water.
- Responsible for ensuring Water Department employees are adequately and sufficiently trained in the proper operation and maintenance of the portions of the water system for which they are responsible.
- Ensures the Water Department follows the applicable provisions of Massachusetts procurement law in obtaining goods and services required by the Water Department. Procures the required supplies and services in accordance with those provisions, including water treatment chemicals, water distribution and metering supplies and contracted vendor services.



- Creates, maintains and uses a variety of spreadsheets and databases relating to payroll, budget tracking, purchase orders, procurement, vendor invoices and payments.
- Maintains the Water Department's computer based assets, including the meter reading systems, customer portal, web pages, SCADA system, Workorder ticketing system and other electronic systems.
- Supervises Water Department staff, vendors and contractors working on the municipal water system, including installation of new water main, repairs of system components and other maintenance of the system components.
- Coordinates with the DPW Director, Town Engineer, Operations Manager and other staff as needed to integrate maintenance and upgrades of the municipal water system with other ongoing Public Works infrastructure projects being brought forth.
- Performs similar or related work as required and as situations dictate.

Recommended Minimum Qualifications:

Education, Training and Experience: Bachelor's degree in Civil Engineering, Public Administration, or a related field; a minimum of five years of experience in the operation of a municipal water system that includes a minimum of two years in a supervisory role; or any equivalent combination of education and experience. Valid Massachusetts motor vehicle operator's license; current Massachusetts licenses as an Operator of a Drinking Water Facility as a Distribution Grade 3 (3D) and as a Treatment Grade 2 (2T), or the ability to obtain these licenses within six months of hire.

Knowledge: Working knowledge of the operation of Town governments and the Water Department's role to other Town departments and to the Department of Public Works; working knowledge of federal and state and local regulations governing the operation of a public water system; working knowledge of Massachusetts procurement regulations as they relate to the procurement of goods and services; working knowledge of the financial, record keeping, reporting and information flow practices employed by the Town; thorough working knowledge of the operation and maintenance practices associated with a municipal water supply system.

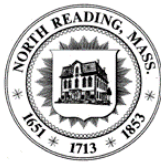
Abilities: Ability to effectively communicate work assignments and supervise subordinates in the Water Department; ability to express ideas effectively, both orally and in writing; the ability to develop and monitor short and long range plans; ability to deal politely and tactfully with disgruntled members of the public; ability to establish and maintain effective working relationships with other Town employees, the public, local officials and state and federal regulatory authorities; ability to make recommendations relating to complex technical and administrative issues; ability to troubleshoot emergency situations; ability to drive a motor vehicle.

Skills: Strong budgetary, planning and organizational skills; ability to write and present reports and recommendations to the Town Administration, elected officials and the general public; computer skills in the use of the Microsoft Office suite of products (Word, Excel, PowerPoint, Publisher, Outlook) and in MUNIS (Utility Billing and Financial sections) and in GIS data collection and implementation; strong supervisory and mentoring skills.

Physical Skills: Work requires some agility and physical strength, such as moving in or about construction sites or over rough terrain, or standing or walking for most of the working period. Occasionally, work may require lifting and carrying heavy objects (up to 60 lbs.). Moderate physical exertion may be required when working in the field, including performing inspections and working in water system facilities.

Motor Skills:

Duties are largely mental rather than physical, but the job may require the occasional use of hand tools in the maintenance of components of the water system. Ability to operate a computer and type on a keyboard; ability to use standard office equipment.



Visual Skills: Routine reading of printed documents for understanding and comprehension; ability to review and interpret blue print drawings and instrumentation for analytical interpretation.

Supervision:

Scope: Performs highly responsible duties of an administrative, supervisory and technical nature requiring the exercise of independent judgment relative to the operation and maintenance of the municipal water supply system.

Supervision Received: Works under the daily administrative direction of the Director of Public Works.

Supervision Given: Supervises the daily functions of all Water Department employees in the operation and maintenance of the water supply and treatment facilities and the water distribution system.

Job Environment:

- Work is performed under varied conditions, combining a mixture of time spent in an office setting with work performed outdoors; outdoor work involves working near hazards associated with construction sites and operating and monitoring potentially hazardous chemical storage and feed systems. The position does require the employee to be on call for emergency response as needed, and required attendance at evening or off-hour meetings.
- Operates computers, telephones, facsimile machines, copiers, calculators and other standard office equipment.
- Employee has frequent contact with the general public, other Town departments, state and federal agencies, Town boards and organizations, developers, engineering firms and vendors and contractors. Contacts are in person, by telephone, by email and by virtual meeting platforms.
- Employee has access to Department related confidential material regarding financial, legal and personnel issues.

(This job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.)

POSITION REQUIRES A BACKGROUND INVESTIGATION.

POSITION REQUIRES A PHYSICAL EXAMINATION, DRUG SCREENING AND CORI INVESTIGATION POST OFFER.