

**TOWN OF AVON
POSITION DESCRIPTION**

Title: Senior Water System Operator

Department: Public Works

Appointing Authority: Board of Selectmen

Pay Rate: \$____/per hour

Affiliation: Union, Non-Exempt

Schedule: 40 hours per week Mon - Fri
Scheduled and non-scheduled overtime
Standby in rotation

The Town of Avon, population 4,400, and 4.4 square miles in area, is approximately 15 miles south of Boston. The Department of Public Works has 10 employees (8 field personnel, split between water and highway divisions) and an operating budget of \$1.4M, plus capital. Water includes groundwater source production, treatment and distribution, which currently includes six groundwater sources and well pump stations; corrosion control and green sand/GAC filtration; 1,600+ service connections, 35 ½ miles of distribution mains.

Summary of Duties

Senior Operator for the Avon treatment and distribution water system, which currently includes six groundwater sources and well pump stations; corrosion control and green sand/GAC filtration; 1,600+ service connections, 35 ½ miles of distribution mains. Technical, supervisory and administrative, and work managing the Town of Avon water system and insuring the safe provision of drinking water and regulatory compliance.

Under the direction of the Lead Operator and Assistant Director/Operations Manager, performs complex and highly responsible duties requiring a high level of initiative and independent judgment in the planning, administration and execution of the department's programs and services, and in an environment where situations are not clearly defined; in the direction of personnel; required to work independently in formulating decisions regarding department policies, procedures, and plans. Serves as the Secondary Treatment and Distribution Operator.

Supervision Received

Works under the direct supervision of the Lead Operator, DPW Director or Assistant Director, also may work periodically under assigned consultants and contractors.

Supervision Exercised

Other water division personnel as assigned by the Lead Operator, the DPW Director, or Assistant DPW Director. May also include, as assigned, DPW field and administrative personnel, seasonal help, contractors, consultants, service providers and interns as scheduled or periodically assigned

Job Environment

Primarily non-office environments, including water treatment and distribution facilities, garages, storage and other support facilities, well and source protection lands, water facility grounds, system repair sites, including in roads, public and private construction sites. May include access to homes and buildings for water system repairs and inspections.

Regular periods spent outside subject to weather conditions while inspecting or directing work. Frequent walking, standing, climbing; occasional requirement for sustained uncomfortable physical positions.

Some exposure to high noise and vibration levels from heavy equipment. May operate equipment.

Emergency and on-call response in severe weather, including hurricanes and snow storms, and may include night and weekend work.

Must be in good physical condition, able to work sometimes under adverse weather circumstances and in times of community-wide emergencies and must be able to respond to work at unusual hours to deal with these situations

May spend periods at terminal or on telephone. Normal office environment; regular lifting and carrying of files, documents, records, etc.

Some travel within the Town to plan, oversee, and provide departmental services; and outside the town for departmental needs, training, etc.

Essential Functions

The essential functions or duties listed are intended as illustrations of various types of work that is 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.

Under the immediate direction of the Lead Water Systems Operator, and technical assistance providers, as assigned, the overall purpose of the position is to manage the operations and maintenance the Town's water system, using personnel and resources provided. Ensures the continued operation of the system to provide water for domestic and fire protection Maintains and operates the system in compliance with appropriate federal, state and local authorities, including but not limited to the federal Safe Drinking Water Act, Massachusetts Water Management Act, MADEP regulations including 310 CMR 22.00, DEP guidance, Mass Department of Public Health DPH regulations and policies, drinking water board of certification regulations and policies, and system specific permits.

- Implements, monitors and assesses daily and other periodic work for the operations and maintenance of the system, following standard operating procedures and workflows. Provides direction to assigned personnel
- Provide direction and clarification, advise, assist and recommend adjustments to annual and other work plans. Inspect work in the field as needed to monitor special, projects or problem areas.
- Insure accountability of use of departmental and town resources; take appropriate action to improve the division's efficiency and service provision
- Measure performance and accomplishments against Town level of service goals; implement and track progress in the field
- Respond to all emergencies in a timely manner, normally less than 30 minutes

- Records and maintains all records including pumping reports, chemical addition reports, maintenance activity, preventative and corrective maintenance activities, monitor standpipe levels
- Sampling in accordance with sampling schedules, and special samples. Reviews results for compliance and reporting
- Prepares and signs required daily, monthly, annual and other reports and documents
- Ensures compliance with the Water Management Act including source pumping limits
- Maintenance and repair of mechanical equipment, including but not limited to analyzers, pumps and other treatment equipment
- Exercising and operation of emergency generators
- Insures continued operations of security systems related to facility access
- Installs, repairs and maintains in operational condition distribution equipment and appurtenances, including but not limited to hydrants and hydrant gates (street & yard), street gates, curb boxes, services, water meters and reading equipment
- Use of pipe and leak detection equipment
- Perform final water reads, investigate high water bill complaints
- Work with office staff for accurate billing and revenue collection, including consumption measurements. May include water shutoffs for related to non-payment of violations of rules and regulations
- Track unmetered water use, and investigate other sources of Unaccounted for Water
- Coordinate with backflow/cross connection service providers. May perform surveys and testing backflow testing and cross connection surveying.
- May review blueprints & schematic drawings; prepares sketches such as tie cards
- General maintenance of garage, other support facilities, grounds tools, vehicles and equipment
- Monitors contractor activities and performs inspections
- Implements source and watershed protection measures, including inspections
- Mark out water service locations for contractors, utilities, the Town and others
- Maintain all tools and store when not in use
- Report to the DPW all problems with the distribution system, pump stations, and standpipes
- Assist contractors, and assist in overseeing public and private public construction projects and compliance with plans and standards
- Attend and participate in monthly or more frequent senior DPW staff meetings
- Attend continuing education assigned in order to maintain licenses required by state and federal requirements.
- Insures safe and compliant work in facilities and the field, including trenching, shoring, competent person, work with and storage of hazardous or potentially hazardous materials, use of proper safety equipment
- Assists reviewing and upgrading safety programs
- Follows Emergency Response Plans as relates to operation of municipal water and public works systems. Assists in periodic review and updating
- Monitors and reviews time and attendance, including callouts. Assists in assessing performance in relation to established goals and the preparation of evaluations, progressive discipline system and records. As assigned, work with employees to correct deficiencies
- Continue to build the Town's work flow/work order/asset management system
- Provide exceptional customer service. Respond to inquiries, requests and complaints a directed
- Provide input to the DPW's preparation of annual operating and capital budgets
- As assigned, assist in the specification and procurement of divisional supplies, materials, and tracking expenditures equipment and services, including under Massachusetts Chapter 30B, 30/39M and other relevant procurement authorities.

- Maintains system of organizing and making accessible water infrastructure records materials, methods and techniques relative to public works installations.
- Maintain current knowledge of profession through peer association and attendance at seminars, meetings, etc. Scan professionally for best practices that may be adaptable to improve operations in Avon
- Provides exceptional customer service
- Performs other duties as assigned

Minimum Qualifications

Experience:

Minimum of four years of progressively responsible water system experience, including operations, maintenance and construction, including supervisory responsibilities.

Education:

High School diploma, GED or equivalent. Water quality program certification and/or Associates Degree in a related discipline desired. equivalent field.

Licenses:

- Mass Drinking Water T2/D2 license
- Commercial Drivers' License (CDL) – Class B or better with air-brake endorsement
- Hoisting licenses, 2A/1C or better
- Other water system-related licenses and certifications considered in candidate evaluation:
 - Competent Person
 - Asbestos-Cement Pipe Worker Safety 8 Hour Osha Class II Asbestos Training
 - Cross connection surveyor certification
 - Backflow Prevention Tester license
 - Other related OSHA certifications

Knowledge, Abilities and Skills:

- Knowledge and success in compliance with applicable federal, state and local laws, codes and regulations, in particular, the Safe Drinking Water Act 310 CMR 22.00
- Ability to manage and coordinate personnel in specific task-oriented projects
- Must also be able to allocate and schedule associated equipment and material resources to ensure the efficient conduct of these tasks and projects
- Knowledge of vehicle and equipment maintenance practice, including assistance in specification of vehicles and equipment, preventative maintenance, etc.
- Ability to deal tactfully with the public, other department and division heads, boards and committees, agencies, and with public officials to explain the programs, priorities and needs of the Department
- Consensus-building skills and inclusive supervisory style desired
- Experience with water system software, including SCADA, reporting, workflow/asset management and office software.

Physical Requirements

Moderate physical effort required in performing work. Occasionally required to move (push, pull, lift or carry) objects weighing up to 50 pounds. Requires good close, distant, and peripheral vision, and depth perception. Ability to lift heavy objects and to occasionally perform some strenuous work under varying weather conditions.

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 the requirement of the job change.