

## **OPERATIONS SUPERVISOR**

**Department:** DPW  
**Divisions:** WPCF  
**Appointing Authority:** DPW Director

**Grade:** S7  
**Revision Date:** 11/19  
**Bargaining Unit:** S

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### **Definition:**

Highly technical and responsible work in the operation and maintenance of the Water Facilities of the City, including the Water Pollution Control Plant (WPCP)(Grade 5) and sewage pump stations, and the City's potable water supply and treatment facilities (WS&T) (Grade 3T). These facilities include potable water pumping stations, a slow sand filtration plant, reservoir, storage tanks and all related facilities.

### **Supervision:**

Reports to the Water Facilities Superintendent.

Directly supervises up to seven (7) employees.

### **Environment:**

Work is done under typical WPCP and WS&T conditions indoors and outdoors. Work may be performed in adverse weather and environmental conditions; may involve working with hazardous substances including raw sewage and chemicals requiring adherence to safety and usage protocol; may involve electrical wires, testing and service requiring adherence to safety and usage protocol; may involve mechanical testing and service requiring adherence to safety and usage protocol.

Has frequent contact with employees in scheduling work assignments, answering questions, solving problems, providing instructions and supervising work and behavior of employees.

Errors in judgment, performance, equipment operation and interpretation of data/instrumentation may result in profound harm to the City and environment, including transmission of disease, death and contamination of resources. Errors may also result in damage to or loss of information, delay in or loss of service, possible monetary loss or adverse legal consequences to the city as well as impact on employee morale, confusion and delay.

Must drive self and/or equipment to job sites and locations as needed.

**Essential Functions:** (The essential functions or duties listed below are intended only as illustration of the various types of work that may be performed and are representative of those that must be met by an employee to successfully perform the essential functions of the job. 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.)

Oversees operation and maintenance of water and wastewater treatment plants, sludge processing and disposal equipment to control the flow and processing of potable water, wastewater and sludge. Makes operational changes necessary to insure quality treatment. Monitors gauges, computer inputs, meters

and control panels. Observes variations in operating conditions, records, readings and interprets testing results to determine process requirements. Operates valves and gates either manually or by computer control, starts and stops pumps, motors and equipment to control and adjust flow and treatment processes. Maintains shift log and process data. Conducts chemical and bacteriological tests in order to verify proper functioning of facilities and water quality.

Performs skilled maintenance and repairs functions such as the repair of mechanical and electrical equipment used in the treatment processes. This includes equipment such as pumps, motors, blowers, gear drives, chain collector drives and basic electrical control equipment.

Directs, assists, advises, and instructs subordinates and key personnel in various policies and procedures, technical and scheduling issues through on-the-job discussions, work orders and scheduled supervisor's meetings. Schedules work, follows progress of work, anticipates or investigates causes of delay or inadequate performance and takes corrective action within limits of established practice. Institutes work simplification and method improvements.

Maintains a continuing surveillance of various operations, construction and maintenance to ensure facilities and equipment reliability, efficiency and adequacy to meet present and anticipated needs. Consults with superior and prepares data to support recommendation for new equipment alterations, replacements or changes in methods or procedures to reduce costs and improve operating efficiency and quality.

Maintains the City's Household Hazardous Waste program and the compliance thereof.

**Minimum Qualifications:**

**Education and Experience:**

Associates Degree with concentration in environmental science, engineering or related field. Shall have completed a minimum of 50 class hours in technical courses or workshops related to the water/wastewater fields, engineering, water quality or mechanical or control systems field; or, a combination of education and experience that enables all aspects of the position.

Five (5) or more years of increasing responsible operation and maintenance experience in the water and/or wastewater fields; experience in both fields preferred.

**Knowledge, Ability and Skill:**

Extensive knowledge of the all aspects of operating and maintaining comprehensive water and wastewater (w/ww) treatment systems; of the materials, methods, practices and equipment used in w/ww treatment systems, including instrumentation and electronic equipment.

Working knowledge of Federal, State or local standards, laws, codes and regulations that affect operations and the principles and practices of record keeping and reporting. Ability to inspect, analyze, evaluate, diagnose and correct equipment and process failures; ensure safety and professional work standards are set and maintained. Ability to read and interpret blueprints, instruction manuals and technical literature.

Thorough working knowledge of departmental functions and operations; of standard office practices and procedures; of use and operation of standard office equipment; ability to operate a personal computer in a windows environment with proficiency in MS Office and G-Suite required; familiarity with database programs and computer hardware and software systems, including process control.

Must demonstrate a high level of organization and time management skills. Ability to communicate effectively orally and in writing. Must perform all aspects of job responsibilities with honesty and integrity; must work effectively and independently in situations where deviations and irregularities frequently occur.

**Physical Requirements:**

Intermittent sitting, standing, stooping, crouching, walking, lifting of light and heavy objects, and using tools and instruments that require a high degree of manual dexterity.

Work is performed in an environment with exposure to noise, chemicals and machinery with moving parts. Requires sufficient eye/hand coordination to perform skilled repetitive movements. Tasks require sound and visual perception and discrimination and may include the use of protective devices.

Work conditions involve walking and climbing over pipes, drains, pumping or disposal equipment; exposure to hazardous conditions; crouching, reaching, twisting, repetitive motion and carrying and lifting requiring some physical strength and endurance.

**Special Requirements:**

Must successfully pass CORI/ SORI checks; must have a valid Class D Driver’s license; must have an acceptable driving record and be insurable under City’s policy.

Must possess appropriate level licenses from the Massachusetts Board of Certification of Operators of Wastewater Treatment Plants (Grade 5) and Massachusetts Board of Certification of Drinking Water Operators (Grade 3T or 3C), and Cross Connection Survey and Device Tester’s licenses.

May be required to respond to or be on-call for control plant or other emergency situations outside of normal work hours.

(This job description does not constitute an employment agreement between the employer and employee. It is used as a guide for personnel actions and is subject to change by the employer as the needs of the employer and requirements of the job change.)

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**Approved:**

EXECUTED 12/13/2019 AND ON FILE IN THE HR DEPARTMENT

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Human Resources Director

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Date Revision History: Initial 9/04, 6/07; 7/08, 11/19

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Department Head

\_\_\_\_\_  
Mayor

[S Unit Review: \_\_\_\_\_]