

Water Department Water Superintendent

DEFINITION

Position is responsible for the administration, organization, management, operation and control of Tisbury Water Works (TWW), including planning, organizing, directing and coordinating all department operations, services and activities under the jurisdiction of the TWW. Position is considered Chief Operator of the TWW.

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.

- Conducts all necessary work associated with the operations of the Department as a DEP Primary Operator, with the goal of supplying clean and safe drinking water to the people of Tisbury as efficiently and cost effectively as possible.
- Investigates customer complaints and applies resolutions.
- Responsible for infrastructure repairs and maintenance, processes equipment repairs and maintenance and building and grounds maintenance.
- Supplies adequate fire flow so that the Tisbury Fire Department has the ability to fight fires.
- Reviews and approves plans for maintenance and construction; lays out perpetual Capital Improvement Plan to ensure that the Town continues improving the water system.
- Ensures that the Department complies with all state and federal laws, regulations and other legal requirements, as well as follow industry standards for best practices.
- Organizes and directs the activities of all employees under the jurisdiction of the TWW. Reviews and develops programs and coordinates work, giving staff advice on policies. Encourages the staff to attain as many certifications and attend as many trainings as possible. Acts on personnel actions, giving staff guidance as needed with all grievance and disciplinary actions.
- Prepares TWW budgets for all activities of Department and keeps Board of Selectmen informed as to the needs of the TWW. Furnishes annually or as requested a carefully prepared and detailed estimate of appropriation requirements during the next fiscal year. Administers the expenditure of funds appropriated for department functions, including the purchase and maintenance of supplies, equipment and outside services and contracts and meter readings; monitors all revenue sources, prepares periodic fiscal reports and forecasts and oversees all accounts payable and receivable.
- Conducts inspections and reviews others' inspections, along with supervision of contractors performing construction and maintenance work on all water related projects and related municipal improvement projects.
- Maintains working relationship with Board, Federal, State, County and Municipal officials and with private contractors, suppliers and consultants, and with the general

public. Attends conferences and meetings with Federal, State, County or Municipal officials on matters of mutual concern.

- Performs similar or related work as required.

SUPERVISION RECEIVED

Under administrative direction, the incumbent 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 incumbent 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 incumbent 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, such as oral warnings and reprimands; has substantial responsibility for technical soundness of subordinates' work.

ACCOUNTABILITY

Duties include department level responsibility for technical processes, service delivery, and contribution to plans and objectives and fiscal responsibility for the department including buildings, equipment and staffing utilization. Consequences of errors, missed deadlines or poor judgment could severely jeopardize department operations or have extensive financial and legal repercussions.

JUDGMENT

Guidelines only provide limited guidance for performing the work which may be in the form of administrative or organizational policies, general principles, legislation or directives that pertain to a specific department or functional area. Extensive judgment and ingenuity are required to develop new or adapt existing methods and approaches for accomplishing objectives or to deal with new or unusual requirements within the limits of the guidelines or policies. The incumbent is recognized as the department or functional area's authority in interpreting the guidelines, in determining how they should be applied, and in developing operating policies.

COMPLEXITY

The work consists of employing many different concepts, theories, principles, techniques and practices relating to an administrative field. Assignments typically concern such matters as studying trends in the field for application to the work; assessing services and recommending improvements.

NATURE AND PURPOSE OF CONTACTS

Relationships are constantly with co-workers, 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 is required to secure support, concurrence and acceptance or compliance. The employee may represent to the public a functional area of the organization on matters of procedures or policy where perceptiveness is required to analyze circumstances in order to act appropriately.

CONFIDENTIALITY

Incumbent has regular access at the departmental level to a wide variety of confidential information, including personnel records, lawsuits and client records.

EDUCATION AND EXPERIENCE

Bachelor's degree in relevant field of study preferred and at least five years experience in a related field, including at least two years of water utility supervisory experience or any equivalent combination of education and experience.

Special Requirements:

Valid Massachusetts driver's license. Water Treatment Facility Operator licenses T1 and D2 required at time of hire. Backflow Certified preferred. Cross-connection Surveyor Certified preferred.

KNOWLEDGE, ABILITY, AND SKILLS

Knowledge: Thorough knowledge of process control, chemical feed and laboratory analysis; knowledge of Department of Environmental Protection (DEP) regulations. Knowledge of utility billing programs and municipal accounting and purchasing practices. Working knowledge of management principles and practices such as personnel practices, financial management, and organizational practices such as the ability to organize and present effectively by oral or written communication proposals and recommendations relative to the TWW to public bodies.

Abilities: Ability to plan, organize, direct and coordinate work of a complex and diversified nature. Ability to establish and maintain effective working relationships with subordinates, superiors, associates and the public. Ability to produce technical documents for others to scrutinize.

Skills: Proficient computer skills in Microsoft Office, including spreadsheets and word processing and SCADA operations. Customer service skills.

WORK ENVIRONMENT

Working conditions involve occasional exposure to elements found in the field, such as work sites, walking property to inspect, construction sites, etc. May be exposed to elements, but work can typically be rescheduled to avoid harsh elements.

PHYSICAL, MOTOR, AND VISUAL SKILLS

Physical Skills

Minimal physical demands are required to perform most of the work. The work principally involves sitting, with intermittent periods of stooping, walking, and standing. May be required to lift objects such as files, boxes of papers, office supplies, and office equipment weighing up to 30 pounds.

Motor Skills

Duties are largely mental rather than physical, but the job may occasionally require minimal motor skills for activities such as moving objects, using office equipment, including but not limited to telephones, personal computers, handheld technology, and other office equipment.

Visual Skills

Visual demands require routinely reading documents for general understanding and analytical purposes and viewing computer monitor.