

TOWN OF EXETER

JOB TITLE: Water Treatment Operations Supervisor

Revised 11/26/2024

DEPARTMENT: Public Works

POSITION NUMBER: 806

EMPLOYMENT STATUS: Full-Time, Non-Union

EXEMPT STATUS: Non-Exempt

LABOR GRADE: 13

JOB SUMMARY: This position is responsible for managing operations of the water treatment plants, along with well operation and water storage, to ensure regulatory compliance.

SUPERVISION RECEIVED: This position receives general supervision from the water and sewer superintendent and is evaluated by the water and sewer superintendent based upon the achievement of essential duties.

SUPERVISION EXERCISED: Provides direct supervision to the water treatment plant operators.

ESSENTIAL DUTIES: (The listed examples may not include all duties of the position)

1. Plans, organizes, directs and supervises the water treatment plant operators.
2. Manages all process control functions of the water treatment facilities.
3. Requires extensive knowledge of the maps, charts and surveys of the Town.
4. Knowledge of budgetary preparation and management are necessary for the preparation of annual budgets, work logs, maintenance reports and work schedules and for the planning of future capital improvement projects.
5. Works with vendors in reviewing equipment specifications for purchase and work with contractors for the installation of that equipment.
6. Responds to customer water quality complaints and issues or questions that arise when notices are issued or reports are published.
7. Oversees the maintenance and upgrades to operations of the water treatment plants.
8. Ensures that operations are compliant with regulatory requirements.
9. Maintains accurate and concise records.
10. Responds to water quality questions and complaints.
11. Prepares and tracks purchase orders.

12. Responds to emergency issues and to be available for consultation at all times.
13. Regularly attends New England Water Works/DES/EPA seminars to keep abreast of regulations, the latest technologies, safety standards and standard operating procedures.
14. Performs other related duties as required.

KNOWLEDGE. SKILLS AND ABILITIES REQUIRED BY **THE** POSITION:

1. Knowledge of water treatment plant operations, principles and practices.
2. Knowledge of town policies, procedures and ordinances.
3. Knowledge of state and federal regulations.
4. Knowledge of management and personnel administration.
5. Skill in management, leadership and supervision.
6. Skill in planning, organizing, analyzing, decision making and problem solving.
7. Skill in reading and understanding plans, regulations and technical reports.
8. Skill in the use of office equipment, such as computer and calculator, relevant software such as SCADA, word processing, data base programs and spreadsheets.
9. Skill in oral and written communication.
10. Skill in gathering and interpreting data.
11. Skill in public and interpersonal relations.
12. Ability to organize time and schedule staff.
13. Ability to ensure that standard operating procedures are followed consistently by staff.
14. Ability to read and understand plans regulations and technical reports.
15. Ability to maintain accurate records and files.
16. Ability to communicate effectively, both verbally and in writing.
17. Ability to exercise sound and mature judgment and discretion.
18. Ability to demonstrate good teamwork, leadership, interpersonal and customer-service skills and attitude.

19. Ability *to* establish and maintain effective working relationships with employees, town officials, property owners, contractors, the business community, the general public, regional, state and federal officials.

KNOWLEDGE REQUIRED: Knowledge (such as would be acquired through a pertinent baccalaureate educational program or its equivalent in experience, training or independent study) of basic principles, concepts and methodology of a professional or administrative occupation and skill in applying this knowledge in carrying out elementary assignments, operations, or procedures.

SUPERVISORY CONTROLS: The supervisor makes assignments by defining objectives, priorities and deadlines; assists the employee with unusual situations that do not have clear precedents. The employee plans and carries out the successive steps and handles problems and deviations in the work assignment in accordance with instructions, policies, previous training or accepted practices in the occupation. Completed work is usually evaluated for technical soundness, appropriateness and conformity to policy and requirements. The methods used in arriving at the end results are not usually reviewed in detail.

GUIDELINES: Procedures for doing the work have been established and a number of specific guidelines are available. The number and similarity of guidelines and work situations requires the employee to use judgment in locating and selecting the most appropriate guidelines, references and procedures for application and in making minor deviations to adapt the guidelines in specific cases. At this level, the employee may also determine which of the several established alternatives to use. Situations to which the existing guidelines cannot be applied, or significant proposed deviations from the guidelines, are referred to the supervisor.

COMPLEXITY: The work consists of duties that involve related steps, processes or methods. The decision regarding what needs to be done involves various choices requiring the employee to recognize the existence of, and differences among, a few easily recognizable situations.

SCOPE AND EFFECT: The work involves treating a variety of conventional problems, questions or situations in conformance with established criteria. The work product or service affects the design or operation of systems, programs or equipment; the adequacy of such activities as field investigations, testing operations or research conclusions; or the social, physical and economic well-being of persons.

PERSONAL CONTACTS: The personal contacts are with employees within the immediate organization, office, and project or work unit and in related or support units. The contacts are with members of the general public in very highly structured situations, i.e., the purpose of the contact and the question of who to deal with are relatively clear.

PURPOSE OF CONTACTS: The purpose is to plan, coordinate or advise on work efforts or to resolve operating problems by influencing or motivating individuals or groups who are working toward mutual goals and who have basically cooperative attitudes.

PHYSICAL DEMANDS: The work requires some physical exertion such as long periods of standing; walking over rough, uneven, or rocky surfaces; recurring bending, crouching, stooping, stretching, reaching or similar activities; recurring lifting of moderately heavy items such as books and record boxes. The work may require specific, but common, physical characteristics and abilities such as above-average agility and dexterity.

WORK ENVIRONMENT: The work involves moderate risks or discomforts that require special safety precautions (e.g., working around moving parts, carts or machines; with contagious diseases or irritant chemicals; etc.). Employees may be required to use protective clothing or gear such as masks, gowns, coats, boots, goggles, gloves or shields.

SUPERVISORY AND MANAGEMENT RESPONSIBILITY: First line supervisors at this level are usually responsible for the work performance of a small group of employees or a larger group of employees with a homogeneous objective, i.e., employees all perform the same basic type of work. They are responsible for planning, organizing and monitoring day-to-day work on a short-term cycle. They assign work to subordinates, adjust workflow to maintain balance among positions and meet priorities or deadlines and make minor changes in structure, methods or procedures as necessary to accommodate changes in work pattern, emphasis or capability. They may recommend major changes for higher-level action. They usually counsel employees hear and resolve minor complaints and grievances, participate in performance evaluations and personnel management recommendations.

MINIMUM QUALIFICATIONS:

1. Knowledge and level of competency commonly associated with the completion of an associate's degree in environmental science, civil engineering, chemistry, microbiology or related fields.
2. Experience sufficient to thoroughly understand the diverse objectives and functions of the position usually interpreted to require five (5) to eight (8) years of technical and supervisory experience.
3. Possession of or ability to immediately obtain, drinking water treatment operator (class 3 or 4) certifications.
4. Possession of, or ability to readily obtain, a valid driver's license issued by the State of New Hampshire for the type of vehicle or equipment operated.