

TOWN OF EXETER

JOB TITLE: Assistant Water and Sewer Superintendent

DEPARTMENT: Public Works

EMPLOYMENT STATUS: Full-Time, Non-Union

LABOR GRADE: 14

JOB SUMMARY: This position performs supervisory, administrative and technical services to assist the water and sewer manager in planning, organizing and directing the activities and operations of the water and sewer departments. In the absence of the water and sewer manager assumes all authority and duties.

SUPERVISION RECEIVED: The assistant water and sewer manager receives general supervision from the water and sewer manager and is evaluated by the water and sewer manager based upon the achievement of assigned goals and objectives.

SUPERVISION EXERCISED: In the absence of the Water/Sewer Manager, provides direct supervision to the utilities foreman, water and sewer distribution and collection technician, utilities billing clerks and other department employees as needed.

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

1. Monitors department policies and procedures, goals and objectives and provides feedback to the water and sewer manager to insure operational efficiency.
2. Performs department needs planning, including short and long term goals and objectives, capital improvement programs and employee training.
3. Assists with project management
4. Develops and coordinates training program for all department personnel to maintain state certifications and adherence to safety standards; includes tailgate talks focused on safety.
5. Establishes written standard operating procedures (SOPs).
6. Assists with the development of water and sewer operating budgets.
7. Develops bid specifications and requests for proposals.
8. Collaborates on the inflow and infiltration program.
9. Responds to customer concerns, information and service requests while promoting and maintaining positive community relations.
10. Responds to abatement requests on water and sewer bills, researches complaints and reports findings to the water and sewer manager.
11. Maintains a current knowledge of the profession through training and education in drinking water treatment, wastewater treatment, water distribution and sewer collection.
12. Maintains effective communications and working relationships with staff as well as regulatory agency personnel, consultants, vendors and contractors.
13. Performs other related duties as required.

KNOWLEDGE, SKILLS AND ABILITIES REQUIRED BY THE POSITION:

1. Knowledge of public works department operations, technology, practices and policies.
2. Knowledge of water, wastewater and sewer construction and engineering principles and practices.
3. Knowledge of town policies, procedures and ordinances.
4. Knowledge of state and federal regulations pertaining to water and wastewater treatment and safety.
5. Knowledge of utility construction means, methods and safe practices.
6. Knowledge of employment and personnel laws, practices and procedures.
7. Knowledge of supervisory and administrative practices and procedures.
8. Skill in planning, organizing, analyzing, decision-making and problem solving.
9. Skill in reading and understanding plans, maps, charts and technical reports.
10. Skill in use of office equipment, including computer, calculator, plotter.
11. Skill in public and interpersonal relations.
12. Skill in supervising employees.
13. Ability to exercise sound judgment in evaluating emergency situations.
14. Ability to communicate effectively both orally and in writing.
15. Ability to establish and maintain effective working relationships with town officials, other agencies, business and the public.
16. Ability to evaluate performance, analyze weakness and apply corrective action.
17. Ability to compile reports that are complete, accurate and timely.

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 requirement. 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 works 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 includes various duties involving different and unrelated processes and methods. The decision regarding what needs to be done depends upon the analysis of the subject, phase or issues involved in each assignment and the chosen course of action may have to be selected from many alternatives. The work involves conditions and elements that must be identified and analyzed to discern interrelationships.

SCOPE AND EFFECT: The work involves establishing criteria; formulating projects; assessing program effectiveness; or investigating or analyzing a variety of unusual conditions, problems or questions. The work product or service affects a wide range of agency activities, major activities of industrial concerns or the operation of other agencies.

PERSONAL CONTACTS: Personal contacts are with employees in the same agency, but outside the immediate organization. People contacted generally are engaged in different functions, missions and kinds of work. The contacts are with members of the general public, as individuals or groups, in a moderately structured setting (e.g., the contacts are generally established on a routine basis, usually at the employee's work place; the exact purpose of the contact may be unclear at first to one or more of the parties; and one or more of the parties may be uninformed concerning the role and authority of other parties).

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: Second line supervisors at this level are usually responsible for the work performance of one or more first line supervisors or of a group of complex and heterogeneous positions, i.e., employees all perform basically different types of work. They are responsible for planning and organizing work functions, priorities, etc. and recommending significant changes in structure, methods or procedures necessary to meet objectives. They usually are responsible for interviewing and counseling employees, performance evaluations, and participation in hiring, discharge, discipline and similar personnel management functions.

MINIMUM QUALIFICATIONS:

1. Knowledge and level of competency commonly associated with the completion of an associate's degree in water resource management, environmental studies, engineering or related fields.
2. Experience sufficient to thoroughly understand the diverse objectives and function of the position usually interpreted to require five (5) to eight (8) years of experience in public works operations and engineering projects.
3. Possession of or ability to readily obtain NH Water Works Operator Certification Treatment Grade III, NH Wastewater Treatment Operator Certification Grade III, NH Water Works Operator Certification Distribution Grade II, and NEWEA Collection System Operator Certification Grade II.
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.