

Salem and Beverly Water Supply Board

SUPERVISOR OF OPERATIONS

GENERAL STATEMENT OF DUTIES

Assists the Deputy Director in managing and directing the operations of all facilities including the treatment plant and equipment, pumping stations, transmission pipelines and control structures, water storage reservoirs, and any other related facilities and assets necessary for the function to provide safe and adequate drinking water. Highly skilled technical and administrative work to oversee the operations of a drinking water treatment facility and laboratory staff including; maintaining and monitoring several programs to ensure compliance with state and federal laws and regulations; implementing and maintaining the Quality Assurance Plan, while employing quality control procedures; overseeing source protection monitoring programs to ensure resiliency of the watershed and water supply; and other utility work needed to maintain proper performance, safety, and operations of a water utility. Responds to inquiries, questions, and concerns from customers. Acting as alternate Primary Operator for the operations of the facility, this position is legally responsible to respond to events as required by the Department of Environmental Protection. This position reports to the Deputy Director and Executive Director.

QUALIFICATIONS

Education and Experience

Bachelor's Degree in Biology, Chemistry, or related engineering field; five years of responsible experience with responsible charge for the operation of a ten (10) mgd drinking water treatment plant; or an equivalent combination of experience and education with a minimum of four hours of microbiology. Previous experience managing a state-certified laboratory with coursework in analytical chemistry is highly desired.

Licenses and Certifications

- Massachusetts Driver's License – Class D (Required)
- Massachusetts Operator of Drinking Water Supply Facilities – Treatment 4 License (Required or ability to acquire in two (2) years)
- OSHA 10 and 30 Hour General Industry – (Required or ability to attain within one (1) year)
- Massachusetts 1B/3A Hoisting License – (Required or ability to attain within one (1) year)

KNOWLEDGE, ABILITY AND SKILLS

Knowledge

Thorough knowledge of chemical and biological laboratory testing procedures, as applied to the operations of a conventional water treatment plant and process control. Thorough knowledge of operational practices, tests, techniques, equipment, and terminology in the field of drinking water. Knowledge of environmental laboratory safety protocols and guidelines to ensure compliance by the Massachusetts Department of Environmental Protection, U.S. Environmental Protection Agency, and the Massachusetts Lab Certification Office. Working knowledge of OSHA, occupational hazards and safety precautions pertaining to water treatment or industrial facilities. Knowledge of Supervisory Control and Data Acquisition (SCADA) systems and Computerized Maintenance Management Systems (CMMS) work order systems. Knowledge of requirements related to regulatory schedules, permit requirements, and necessary record-keeping, related to the Massachusetts Drinking Water Regulations, federal NPDES permit requirements, and sludge residual monitoring.

Ability

Ability to perform highly responsible management and use considerable independent judgment in properly operations of the water treatment facility, water storage and transmission systems, buildings, grounds, fleet, and related assets. Ability to supervise employees and perform the proper operations and repair of plant equipment, buildings, structures, fleet, property, and related assets. Ability to lead, plan, organize, coordinate and direct assigned operations work activities and projects. Ability to remain calm and confidently perform during emergencies. Ability to react promptly and efficiently in emergencies.

Ability to lead, train, instruct, mentor, develop and discipline employees. Ability to resolve conflicts with other staff, vendors, the general public, and outside contractors. Ability to prepare regulatory reports and maintain accurate records of treatment processes and analysis. Ability to use and manage CMMS work order systems. Ability to interpret an extensive variety of technical instructions and details in books, manuals, plans, drawings, pictures, charts, and graphs.

Skills

Skills in performing laboratory analyses on water processes, water resources and other related instrumentation. Must demonstrate effective supervisory experience and skill. Must have strong computer skills, which includes the use of Microsoft Office applications, perform database queries, and initiate the generation of reports. Programming of instruments software is required.

PHYSICAL REQUIREMENTS

Constant moderate physical effort is required. Position requires extensive standing and walking when performing laboratory and operation functions. Occasionally required to lift and move objects weighing up to sixty (60) pounds.

While performing the duties of this job, the employee may stand for entire shift, climb, balance, kneel, crouch, or crawl. Specific eyesight (sharp, close, distance, color, peripheral, and depth vision) and hearing well within normal ranges are necessary for routine tasks.

JOB ENVIRONMENT

Work is performed under typical water treatment facility conditions with variable and frequently unpleasant conditions with exposure to toxic or dangerous chemicals and fumes. Occasional exposure to outdoor weather conditions or in confined spaces. Employee may be required to work varying hours outside their normal work hours, during an emergency and/or process control situation.

Operates process equipment; operates automobile, light truck, and hand tools; operates standard office equipment and computers; required to wear proper protective equipment and clothing.

Has frequent contact with other Board staff, general public, vendors, consultants, contractors, and employees of the local Cities and Towns.

Performs routine responsible and administrative laboratory functions, requiring the exercise of responsible independent judgment. Supervises up to ten (10) employees as assigned.

Errors in judgement may result injury or loss of life to members of the general public and/or staff. Safety hazards may also result injury to self or other employees, damage to equipment, monetary loss, loss of service, and legal ramifications to the Board. Misuse of chemicals and other laboratory substances or equipment could result in personal injury and/or loss of life.

Adheres to the Board's safety rules, regulations, policies, and procedures.

ESSENTIAL FUNCTION

The essential functions or duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is related, or a logical assignment to the position.

- Assists the Deputy Director with the planning, procurement, administration and supervision of all operational activities, repairs and improvements to the water treatment, laboratory, and administrative facilities, equipment, pump stations, piping systems, buildings, fleet, property, and other related facilities and assets.
- Develops work schedules and sets work priorities. Plans, schedules, coordinates, and directs operations and process control systems, building systems, buried and above ground structures, meters, and piping, watershed analysis, and water capacity and flow monitoring.
- Leads, supervises, manages, and monitors the day-to-day activities of the operations and laboratory staff employees to ensure compliance with all work plans, procedures, safety protocols, work rules, and all related Board policies and procedures.
- Assigns work to employees and teams of personnel together, if necessary, and coordinates work activities as needed to safely and efficiently accomplish the work assigned.

- Inspects all facilities frequently to ensure that the work is being performed as directed and proper operational and maintenance methods, safety procedures and other policies and programs are being adhered to.
- Identifies operational issues requiring attention. Coordinate with the Maintenance Division to restore function of critical assets. Assists in the establishment and execution of the Board's Capital Improvement Programs.
- Assists in the implementation and maintenance of the preventive maintenance program. Prepares and distributes work orders, monitors progress and completion of work orders, related to operations. Responsible for documentation and organization of all laboratory and operational records. Keeps accurate and legally defensible records, as required.
- Oversees inventory of laboratory and process equipment, process and laboratory chemicals, tools, supplies, spare parts, and all other materials and/or parts necessary to quickly, efficiently, and successfully ensure operational activities. Oversees, recommends, coordinates, and assists with the purchase of replacement capital equipment.
- Communicates as necessary with the Deputy Director and Executive Director, and subordinate personnel to ensure that the facility is operating safely, effectively, and efficiently. Communicates regularly with other Board personnel to provide information to assist in ensure efficiency for the Board.
- Assists the Laboratory Director in the development of current and future revisions to the comprehensive Quality Assurance/Quality Control (QA/QC) program. Oversees, monitors, maintains, and reports on these programs regularly, as required.
- Monitors operation's and laboratory technicians' daily analysis and report generation for compliance with the Board's Quality Assurance Plan, in accordance with state and federal regulations. Ensures that all compliance samples have been met to the requirements of these regulations.
- Assembles instruments and equipment for analytical or research work, as necessary. Prepares chemical and bacteriological media, stains, reagents, and tests solutions routinely used in laboratory work, if required. Assists in maintaining a laboratory equipment maintenance and preventive maintenance program.

- Operates equipment and conducts tests, as necessary. Records and inputs data into computer, while analyzing for long- and short-term trends. Maintains the integrity of all records pertinent to state and federal requirements.
- Coordinates and approves purchases to maintain laboratory inventory and maintains proper inventory levels of equipment and supplies for the operations of the facility. Performs custodial duties, as necessary.
- Organizes, directs, and performs snow and ice management and related activities, if required.
- Organizes, directs, coordinates, and provides employee training. Assists Laboratory Director in the supervision and training of laboratory personnel in laboratory testing, in-house maintenance, and compliance with regulatory procedures.
- Responsible for the overall cleanliness and organization of the operations office, chemical storage area, all laboratory areas, and treatment process areas, within the facility. Cleans, maintains, calibrates, and stores instruments and equipment, as required
- Assists in determining and carrying out remedial action in emergencies or other critical activities as required.
- Manages and executes other projects as assigned by the Deputy Director or Executive Director.
- Member of the Board's Safety Committee.
- Attends and participates in meetings as assigned.
- Performs other duties as assigned.

Occupational Category Code: O1

Salem and Beverly Water Supply Board

Job Posting

Supervisor of Operations

The Board anticipates that there will be an opening for the position of Supervisor of Operations.

TO BE CONSIDERED FOR THE POSITION: the candidate must submit an application package addressed to Jeannine Nash, Administrative Assistant, containing the following documents:

Item A – A signed original cover letter addressed to Alan Taubert, Executive Director. The letter must contain the following items:

- **An explanation describing how the applicant’s education, background, experience, and qualifications meet the requirements of the job description for the position.**
- **A statement describing the applicant’s intention to perform the responsibilities of the position.**
- **The letter may contain any other remarks the applicant deems important.**

Item B – An up-to-date resume with copies of supporting qualifications and experience documentation such as diplomas, degrees, certificates, and licenses.

Item C – A completed Salem and Beverly Water Supply Board job application.

Pay Range Rate Schedule

<u>Hourly Rate</u>	<u>Weekly Rate</u>	<u>Annual Amount</u>
\$44.00 - \$50.00	\$1,760.00 - \$2,000.00	\$91,520.00 - \$104,000.00

Each application package will be reviewed for timeliness, completeness (submittal of completed Items A and B) and for content and attention to detail.

Submittal Deadline and Location

Deliver one complete and unbound application package to the Administrative Assistant. Applications will continue to be accepted until the position is filled.

The Administrative Assistant will log in the date and time all application packages are received. The Board reserves the right to reject application packages that do not meet the minimum requirements of the position and that do not satisfy all the time, procedural and submission requirements.

Attachment: Supervisor of Operations job description and SBWSB job application.



SALEM AND BEVERLY WATER SUPPLY BOARD

APPLICATION FOR EMPLOYMENT

Please **PRINT** Clearly

Today's Date _____

BACKGROUND INFORMATION

Name _____
(Last) (First) (Middle Initial)

Address _____
(Number and Street) (City) (State) (Zip)

Social Security Number _____ Phone(s) _____
(Home) (Cell)

E-Mail Address _____

Whom should we contact in case of an emergency? _____
(Name) (Phone Number)

Do you have relatives working for the Board? ___ Yes ___ No

If yes, please give name(s) _____

Do you speak any foreign languages? _____

JOB INTEREST

Are you applying for a specific job or position or submitting a general application?

___ General Application

___ Specific Job/Position _____
(Specify Job/Position of Interest)

How did you hear about this job/position? _____

Are you available for overtime work? ___ Yes ___ No

Comments _____

EDUCATION AND/OR MILITARY TRAINING

Education

School(s) Attended	Dates Attended	Subject/ Concentration	Graduate? Yes/No	Degree/ Certification
_____	_____	_____	Y N	_____
_____	_____	_____	Y N	_____
_____	_____	_____	Y N	_____

Military

Branch _____ Date Entered _____ Date Separated _____

Final Rank _____ Primary Duties _____

EMPLOYMENT HISTORY AND/OR VOLUNTEER WORK

(List all verifiable employment including any performed on a volunteer basis. List all of your employers, starting with your present or most recent employer.)

Company	Phone	Supervisor	Dates of Employment	Position Held	Reason for Leaving
_____	_____	_____	_____	_____	_____
_____	_____	_____	_____	_____	_____
_____	_____	_____	_____	_____	_____
_____	_____	_____	_____	_____	_____

Briefly describe the type of work for which you are best qualified. Note any details about your qualifications that should be considered. Include special skills, equipment operated, licenses, professional affiliations, honors and awards, publications, patents, etc.

If currently employed, may we contact your employer as a reference? ___ Yes ___ No

SECURITY

Are you a citizen of the United States? ___ Yes ___ No

If not, do you have legal authorization to perform work in the United States? ___ Yes ___ No

Have you ever been convicted of a felony? ___ Yes ___ No

If yes, give dates and details of conviction (“An applicant for employment with a sealed record on file with the Commissioner of Probation may answer “no record” with respect to an inquiry herein relative to prior arrests, criminal appearances or convictions. In addition, any applicant for employment may answer “no record” with respect to any inquiry relative to prior arrests, court appearances and adjudications in all cases of delinquency or as a child in need of services which did not result in a complaint transferred to the Superior Court for criminal prosecution.”)

Please read the following statements; they constitute the conditions under which you would be employed by the Board should you be accepted for employment.

I certify that all information that I have provided on this application is true and complete to the best of my knowledge. I understand that falsifications, misrepresentations or omissions of facts called for in this application may result in denial of employment or immediate dismissal.

I understand that if I am employed by the Board, my employment is for no definite term and that I can be terminated at any time without notice and without cause. I further understand that no verbal promises or guarantees are binding on the Board and that no one, other than the Board or Appointing Authority of the Board, has authority to enter into an agreement for employment contrary to the above and that any such agreement must be in writing. If employed, I agree to abide by all of the Board’s rules and regulations, and any changes thereto. I give the Board permission to investigate all pertinent information concerning my application in order to determine my qualifications for employment. I understand that any offer of employment may be rescinded if the results of the investigation are unacceptable to the Board.

(Signature of Applicant)

(Date)

Massachusetts General Laws c. 149 s 19B requires that the following statement be included on employment applications: “It is unlawful in Massachusetts to require or administer a lie detector test as a condition of employment or continued employment. An employer who violates this law shall be subject to criminal penalties and civil liability.”

The Board is committed to a policy of nondiscrimination and equal opportunity for all employees and qualified applicants without regard to race, color, religious creed, national origin, ancestry, sex, age, handicap, veteran’s status or sexual orientation.