



**ASSISTANT DIRECTOR OF SEWER OPERATIONS  
DEPARTMENT OF PUBLIC WORKS & PARKS  
CITY OF WORCESTER**

The City of Worcester seeks qualified applicants for an **Assistant Director of Sewer Operations** for the Sewer Operations Division within the Department of Public Works & Parks. Under the direction of the Sewer Operations Director, the position is responsible for assisting with the maintenance and operation of the sanitary sewer and stormwater infrastructure, including pumping stations and engineering. The position will work with staff to maintain sewer service, minimize, or mitigate flooding, operate the system in a safe manor for both the public and the staff, and comply with environmental guidance provided by State and Federal regulators.

*Bilingual and multilingual applicants are encouraged to apply.*

**ESSENTIAL ELEMENTS:**

- Organize, assign, supervise, and inspect the work of assigned employees involved in the construction, operation, maintenance, and repair of the City's sanitary and stormwater systems
- Maintain standards for service, safety, technology, and sound civil/sanitary engineering through daily, weekly, and long-term operational policies and practices
- Assist the Director of Sewer Operations with public records requests, plan review, permit review, applications for service, and other office related tasks as assigned
- Maintain professional and productive communication between other DWP&P Divisions and outside City departments
- Make recommendations for capital equipment purchases, operational budget management and consult with senior DPW&P administration for capital system updates
- Identify infrastructure deficiencies that limit the ability of the Division to carry out its service-based mission and develops mitigation plans and repair plans with in-house staff or with contractors as needed
- Develop policies and procedures for restoring loss of sewer service, flood mitigation, pumping station failures, sewer blockages, and pipeline collapses
- Apply the principals and practices of sanitary engineering to the day-to-day operations of the sewer system
- Receive, investigate, and follow through on complaints from the general public
- Observe personnel at work to ensure safe working conditions and takes action to correct unsafe work procedures
- Attend and participate in staff meetings, vendor meetings, and neighborhood meetings.
- Follow and adhere to department or City government rules, regulations, policies, and procedures
- Direct, assist, instruct, and train operational staff in the safe and professional operation of the City's sanitary and stormwater systems

- Follow progress of work, check efficiencies of employees, and makes recommendations to the Director for personnel adjustments as necessary to obtain proper flow of work and optimum performance
- Anticipate or investigate causes of delay or inadequate performance and takes corrective measures
- Make recommendations for improvements in procedures or methods to increase effectiveness and reduce costs
- Maintain discipline, morale, and harmonious personnel relations
- Handle complaints and grievances within limits of established policy
- Assist with rating and evaluating employees' performance
- Respond to emergency calls for repair of sanitary and stormwater equipment

**SECONDARY ELEMENTS:**

- Perform any function consistent with the proper care of the City's collection system
- Present verbal and written reports as required and maintain administrative and operating records as required
- Assist with other related public works functions including civil disaster cleanup, safety operations, and civil defense activities
- Participate in training opportunities and skill building exercises

**REQUIRED KNOWLEDGE, SKILLS AND ABILITIES:**

- Knowledge of the design, construction and operation of municipal wastewater collection systems, as applied to sanitary, combined and surface water collection systems
- Knowledge of sewer collection systems and how they developed over the last 150 years
- Fundamental understanding of wastewater collection system hydraulics and the applications thereof in the field; often on short notice
- Thorough understanding of application of equipment needed to complete the tasks of the Division including jet flushers, vacuum flushers, pumps, catch basin cleaners, excavating equipment, dump trucks, construction equipment, brush clearing equipment, CCTV equipment, and common hand tools
- Confidence to make recommendations for repairs and upkeep of sewer and stormwater infrastructure
- Understanding the basic principles associated with wastewater treatment
- Ability to interpret environmental requirements established by federal and state regulators as they apply to the Division and ensuring reasonable compliance
- Ability to make sound decisions with minimal direction
- Ability to manage employees, contractors and vendors, and projects at one time

**MINIMUM REQUIREMENTS:**

- Bachelor's Degree in Civil or Environmental Engineering, or a related field
  - any equivalent combination of education, training and ten (10) years of experience which provides the required knowledge, skills, and abilities to perform the essential functions of the position will be considered in lieu of the above requirements
- Valid driver's license

- Seven (7) years of experience in sewer and stormwater systems and maintenance
- Five (5) years of experience in sewer and stormwater pumping system design and construction
- Five (5) years of experience in sewer and stormwater construction
- Knowledge and experience with GIS and asset management systems
- Excellent communication skills

**PREFERRED QUALIFICATIONS:**

- Master's Degree in Civil or Environmental Engineering, or related field
- Engineer-in-training (EIT) certification or Professional Engineer (PE) license
- Five (5) years of direct managerial experience
- Five (5) years of progressive experience in a municipal setting
- Ten (10) years of experience working with sewer and stormwater systems
- Massachusetts Voluntary Certification program for Wastewater Collection Systems Operator (Grade IV)
- Knowledge of combined systems and treatment systems
- MS4 permitting and compliance

**SALARY RANGE:** \$84,216 - \$111,349 annually, full-time, exempt, with an excellent benefits package.

**To apply, please visit:** [www.worcesterma.gov/employment](http://www.worcesterma.gov/employment) or send resume and cover letter to: City of Worcester, 455 Main Street, Room 109, Worcester, MA 01608. **OPEN UNTIL FILLED, applications received prior to or on FRIDAY, JUNE 14, 2024** will receive preference. Preference is given to Worcester residents. **The City of Worcester is an equal opportunity, affirmative action employer. Women, minorities, people with disabilities and protected veterans are encouraged to apply.** Direct inquiries to: City Hall, Human Resources, Room 109, 508-799-1030, [HR@worcesterma.gov](mailto:HR@worcesterma.gov).