

# Operations Manager

## *Dedham-Westwood Water District*

### **Dedham, MA**

The Dedham-Westwood Water District (DWWD) is the Public Water Supplier to the Towns of Dedham and Westwood. The District was formed as a government body in 1985 and is governed by a six-member Board of Water Commissioners, appointed by the Select Boards of the two towns.

The Dedham-Westwood Water District is seeking an Operations Manager, reporting to the Executive Director. The Operations Manager will be responsible for overseeing daily operations, short term and long-range infrastructure planning, and customer service related to infrastructure. The Operations Manager will ensure the plant and infrastructure meet operational performance expectations from the board and as designed. The Operations Manager will provide read outs to the both the Executive Director and the Board of DWWD.

#### **Job Responsibilities**

- Manage three team leads in the areas of plant operations, infrastructure, and customer service
- Develop and implement short- and long-term capital infrastructure plans; plans include budgeting
- Handle negotiations within the team and coordinate with the Business Manager and Executive Director
- Oversee technical issues of water production, treatment, distribution, etc.; knowledge of potential problems for the district such as PFAS and THMs
- Develop and deploy detailed plan on rising sodium concentration in White Lodge aquifer, incorporating data assembled over the years
- Initiate automated operations at the Bridge Street plant as designed
- On call to assist and facilitate emergency water calls with local police and fire departments
- Track all engineer studies, and approve all contracts and bills include change orders
- Provide updates on social media regarding outages and updates to the system
- Identify problems and ensure and/or conduct appropriate analyses to seek out best solutions; involve other team members in seeking innovative and implementable solutions as needed

- Respond quickly to new challenges
- Clear decision making, consistent, and transparent; act with integrity in all decision making
- Develop a long-range strategic plan that includes capital equipment upgrades for the plant and distribution/delivery network
- Develop a long-range plan to address rising sodium levels with special projects engineer
- Develop a plan to address non-revenue water amount below 17%

### **Qualifications and Skills**

- Bachelor's degree in science or chemistry related field; Chemical Engineering background a plus
- 10 years' experience within a public utility environment relating to government regulatory agencies and boards
- Massachusetts Certified Operators' License T-3 and D-3 in full or in training
- Excellent written and verbal communication skills; ability to present effectively
- Excellent relationship management skills
- Demonstrated project management skills
- Strong organizational skills with a high attention to detail
- Proficiency in Microsoft Office Suite
- Confident, strong demeanor

<https://app.jobvite.com/j?cj=oHgBgfwy&s=MWWA>

### *Disclaimers:*

*Applicants, as well as position incumbents, who become disabled as defined under the Americans with Disabilities Act must be able to perform the essential job functions (as listed) either unaided or with the assistance of a reasonable accommodation to be determined by management on a case by case basis.*

*Dedham-Westwood Water District is committed to the principle of equal employment opportunity. Applicants for employment and employees are reviewed on their individual qualifications for a position. Under no circumstances will Dedham-Westwood Water discriminate against qualified persons on the basis of race, color, religious creed, retaliation, national origin, ancestry, sexual orientation, gender, gender identity/expression, disability, mental illness, genetics, choice of health insurance, marital status, age, veteran status, or any other basis prohibited under applicable law.*