



The Whitinsville Water Company is seeking a qualified person to fill the position of “Water System Operator” with emphasis in water system distribution operations and construction. Below is a description of the company and position.

The Whitinsville Water Company (WWC) is a private water utility with a full-time staff of 11 and serves drinking water to portions of Northbridge and Sutton, Massachusetts. The company operates two water treatment facilities and approximately 80 miles of water main. The company also provides contract operations for nearby water systems as well as water infrastructure repair services. This is a responsible professional work classification. This position will be primarily responsible for all facets of water operations in the company. The position will emphasize water utility distribution system type work as well as some water treatment facility operations type work. Individuals with Massachusetts CDL Class A Driver’s License as well as Drinking Water Operator Licenses will be given preference. Having a Massachusetts Hoisting License would also be desirable.

**ESSENTIAL DUTIES AND RESPONSIBILITIES (includes, but not limited to, the following):** This position involves both treatment and distribution activities at the company. Emphasis for this position will be in the operation and maintenance of the distribution system and construction activities. Duties include but are not limited to the following: Performs daily operation activities with water system including excavation and repairs to water system appurtenances including but not limited to water mains, services, hydrants, and related facilities/equipment and meters. Install new facilities and equipment. Operation of various equipment to install or repair water system infrastructure. Assist with all construction activity preparation, execution, and documentation. Is responsible to interact with the public appropriately. Is a fully responsible employee that will work with a team to conduct any activities in relation to all distribution and construction activity at WWC. Is responsible for maintaining all company safety standards at all times without exception. Is responsible to maintain a safe and clean work area and environment. Performs system maintenance on facilities/equipment and/or replacement of existing facilities/equipment as required. Is expected to have sufficient mechanical skills to safely and properly maintain all distribution and construction equipment. Position may require periodic on call/overtime work. May conduct service calls to customer locations and interact with customers to meet customer needs. May conduct hydrant flushing during regular or non-regular business hours. Conducts all activities requested of the Operations or General Manager to achieve company goals.

Operator will also assist with monitoring of treatment facilities, monitoring of pump stations and tanks. Trouble shoots problems at water facilities and takes corrective action. Performs repair and maintenance of station equipment. Performs daily treatment facility and pump station inspection rounds; drives to the pump station locations throughout the surrounding area to inspect the facilities and records data as required. Follows the proper SOP’s for each facility and provides constructive input regarding SOP’s as well as other operational policies. Verifies readings to confirm proper pump station activity and records readings. Takes daily water quality

samples from facilities and throughout town to monitor water quality. Fills chemical tanks, adjusted chemical feed systems, monitors analyzers, and monitors SCADA system at facilities. Adjusts pumps, valves and operational equipment as needed. Conducts all activities required to properly operate and maintain water treatment and pumping facilities. A thorough understanding of water treatment operations, water facility mechanical skills, and SCADA systems is highly desirable. The position will require the employee to be on call for one week every 5-6 weeks. This entails holding the phone for the week and responding to alarms or other after hour company needs. Additional compensation is provided for on call time.

The above description should not be construed as to limiting miscellaneous functions the employee may be asked to perform outside of those listed.

**QUALIFICATIONS:** To perform this job successfully, an individual must perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**EDUCATION and/or EXPERIENCE:** High School diploma or general education degree (GED) a minimum; technical degree/certification in water related science field is desired. Three to five years' experience in a similar position is desired. Technical experience with water system distribution operations and construction is essential. SCADA controls and/or water system controls desired. Computer knowledge/experience is required. Licenses are noted above.

**TECHNOLOGY SKILLS:** Ability to use a personal computer, laptop, Chromebook, Tablet, and smart phone. All operators are issued a tablet or Chromebook and are expected to use the company programs and maintain the device in good working order.

**LANGUAGE SKILLS:** Ability to read and speak English. Ability to read, analyze interpret and respond to common inquiries or complaints from customers, regulatory agencies or members of the business community. Ability to present information to top management or public groups.

**MATHEMATICAL SKILLS:** Exceptional mathematical skills are required for this position. Ability to apply concepts such as fractions, percentages, ratios and proportions to practical situations.

**REASONING ABILITY:** Plan interpretation and regulation comprehension is essential. Ability to define problems, collect data, establish facts, and draw valid conclusions. Ability to follow all safety standards.

**CERTIFICATES, LICENSES, REGISTRATIONS:** Valid Massachusetts Commercial Driver's License commensurate with company needs. Commonwealth of Massachusetts Grade 1 Drinking Water Distribution license or ability to obtain within 6 months or Commonwealth of Massachusetts Grade 1 Drinking Water Treatment license or ability to obtain within 6 months. Higher Massachusetts Drinking Water Licenses desirable. Valid Massachusetts Hoisting License commensurate with company needs desirable.

**PHYSICAL DEMANDS:** The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Work envisioned in this job category includes facility and water system operation and maintenance.

While performing the duties of this job, the employee is regularly required to stand, walk, use hands to finger, handle, or feel; reach with hands and arms; climb or balance; stoop, kneel, crouch, or crawl; talk or hear. The employee is occasionally required to sit. The employee must regularly lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

**WORK ENVIRONMENT:** The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly exposed to wet and/or humid conditions and toxic or caustic chemicals. The employee is frequently exposed to moving mechanical parts, fumes and or airborne particles, risk of electrical shock, and vibration. The employee may be exposed to elevated areas, outside weather conditions; cold, and heat. Noise level in work environment may be loud. Personal Protective Equipment is provided.

**COMPENSATION:** This position is a minimum 40-hour position, Monday through Friday 7:00 a.m.- 3:30 p.m., with some on-call duties weeknights and weekends. Compensation is negotiable based on certification levels and experience. Whitinsville Water Company is an Equal Opportunity Employer.

**APPLICATION:** Resumes should be submitted to Terry McGlone, Whitinsville Water Company, PO Box 188, Whitinsville, MA 01588. Email: [tmcglone@whitinsvillewater.com](mailto:tmcglone@whitinsvillewater.com). Position will remain open until filled.