



# FITCHBURG

Massachusetts

## JOB POSTING

<b>Position:</b> <b>Head Water Service Inspector</b>	<b>Department:</b> DPW/Division of Water Supply 1200 Rindge Rd., Fitchburg, MA	<b>Supervisor:</b> Distribution System Manager	
<b>Salary Range:</b> \$32.00/hr - \$41.76/hr. Grade 6 FLSA Non – Exempt Hourly	<b>Hours:</b> M – F 7:00AM – 3:00PM Overtime Opportunities, as Required (nights and weekends)	<b>Civil Service:</b> No	<b>Union Affiliation:</b> Teamsters/Local 170
<b>Posted:</b> March 8, 2023	<b>Deadline:</b> Posted Until Filled		
<b>Applications are accepted online ONLY. Please visit <a href="http://www.fitchburgma.gov">www.fitchburgma.gov</a> to apply.</b> Required application documents include a cover letter, (Attn: Susan Davis, Director of Human Resources), resume and application. All documents must be received to be eligible for consideration.			

*The responsibilities and duties listed below are illustrations of the various types of work performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.*

### **RESPONSIBILITIES:**

The Head Water Service Inspector is a highly responsible position charged with overseeing the Water Division's metering program for all residential and commercial water service connections, as well as the cross connection control/backflow prevention program for the City's public water system.

### **DUTIES:**

Under the direction of the Distribution System Manager and in conjunction with the Water Operations Coordinator:

- Supervise the reading and recording of water meter registrations;
- Ensure all water service lines are metered and that meters are functioning correctly and accurately recording and reporting usage;
- Work with Operations Coordinator to collect monthly water meter readings from all water accounts within the time periods allotted to ensure that water/sewer bills are sent to customers on schedule;
- Administer MA DEP-approved cross connection and backflow prevention programs in accordance with all applicable federal and state regulations;
- Perform cross connection surveys (and re-surveys) in accordance with federal and state drinking water regulations;
- Perform testing of backflow prevention devices;
- Maintain accurate and complete records of the cross connection program and testing of backflow prevention devices suitable for MA DEP inspection and approval;
- Analyze customer water use for the purpose of detecting possible excessive/deficient consumption;
- Schedule and provide work assignments for water meter reader/repairmen;
- Keep accurate and complete records of service calls and meter/electronic register replacements;
- May replace and repair water meters and related devices;



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### **DPW/Water/Head Water Svc. Inspector, Duties, continued:**

- Educate customers on water conservation practices and Water Division rules and regulations to promote good customer relations;
- Assist Water Division office staff in resolving customer complaints and inquiries related to water usage, high bill complaints and meter performance;
- Use written and verbal communication to inform customers and Water office personnel of water account issues;
- Ability to develop and maintain a good working relationship with customers and vendors to promote efficiency and accuracy in the water meter reading and cross-connection programs.

### **QUALIFICATIONS, SKILLS and ABILITIES:**

- HS Diploma or GED equivalent;
- Must be at least 18 years of age;
- Valid Class D driver license;
- Valid Massachusetts Grade 2D water license;
- Valid Commonwealth of MA issued Backflow Device Tester and Cross Connection Surveyor Certification;
- Must possess OSHA 10 Certification or obtain within six (6) months of hire;
- Excellent working knowledge of function, operation, installation and maintenance of water meters and electronic registration and reading equipment;
- Understanding and comprehension of water distribution hydraulics;
- Ability to perform inspections and investigations of water services, including water meters, to determine proper installation and accuracy and adherence to local, state and federal regulations;
- Proven ability to keep and maintain accurate and legible written and computer records;
- Ability to use basic math skills to calculate flows, usage rates and other related analyses;
- Familiarity with spreadsheet and word processing programs;
- Experience and proficiency with MUNIS highly desirable;
- Demonstrate the required skills and the ability to perform all work assigned by successfully completing a six (6) month probationary period;
- Must successfully complete pre-employment physical, drug screening and background check;
- Bilingual in Spanish a plus.

### **PHYSICAL COMPONENT RATED:**

*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.*

### **Moderate to Heavy.**

May require heavy physical labor, including lifting, bending, kneeling, twisting, and carrying objects that may exceed 100 pounds in weight. May require sitting at a computer terminal or desk for prolonged periods. Exposed to discomforts such as high noise levels (necessitating the wearing of hearing protection), damp/wet surroundings and work conditions, and extreme weather and temperatures, during the day and/or night. Operation of hand and power tools, for short or extended periods, may also be required.

### **The City of Fitchburg is an Affirmative Action (AA) and Equal Opportunity Employer (EOE)**

*This job description does not constitute an employment agreement between the employer and employee. It is subject to change by the employer as the needs of the employer and the requirements of the job change.*