

The Town of Hopkinton seeks a **Water and Sewer Assistant Manager**

*Hopkinton is a highly engaged, dynamic and growing community committed to equal opportunity, diversity and inclusion. In this new role, you will be a part of an incredible DPW team dedicated to providing top-notch services to our residents while continuously addressing their needs and interests.*

*We welcome all to apply!*

Full Salary Range: \$72,259.20 to \$101,171.20 Annually, depending on qualifications  
Anticipated Hiring Range: \$72,259.20 to \$87,000 Annually, depending on qualifications

Competitive Leave and Benefits package - Including Town Vehicle and On-call Stipend  
40 hour work week

Under the general supervision of the Water and Sewer (W&S) Manager, the W&S Assistant Manager is responsible for assisting in the daily management, regulatory compliance, planning, organization, supervision, development, and administration of the department. The role performs highly technical, professional, and administrative work for the Department of Public Works for operations and regulatory compliance of water/sewer pumping stations, sewer collection system, water distribution system, water/sewer treatment systems, water storage tanks and related systems and facilities. Performs varied and responsible duties requiring a thorough knowledge of departmental operations and the exercise of judgment and initiative in completing tasks, particularly in situations not clearly defined by precedent or established procedures. Incumbent is called upon to handle a significant amount of details, each varying from the other in substance and content, requiring incumbent to approach workload with flexibility. This position participates in a 24/7 on-call rotation and responds to emergency situations as needed.

**QUALIFICATIONS:**

Associates Degree in a related field or equivalent technical education; Minimum five (5) to seven (7) years of progressively responsible experience in public water supply or public works; Minimum three (3) to five (5) years of progressively responsible experience managing staff and contractors; or any equivalent combination of education, training and experience.

**Knowledge, Abilities and Skills:**

- Knowledge of state and local laws and regulations related to water/sewer division operations.
- Working knowledge of the materials, occupational hazards and safety precautions of the trade.
- Working knowledge of the state and federal pollution control regulations.
- Basic knowledge of water quality and chemistry principles; skilled in water samples and testing.
- Ability to plan, organize, assign and supervise the work of employees and equipment.
- Ability to read and interpret detailed construction drawings and blueprints.
- Proficient in leading and coordinating routine as well as emergency repair and maintenance operations.
- Proficient in operation of heavy equipment as well as power tools and hand tools.
- Ability to communicate effectively and tactfully with the public, co-workers, other employees, departments, officials and other agencies.
- Skills that encompass effective use of word processing, spreadsheet, presentations, email, internet browser and accounting/financial software. Proficiency with Google G-Suite preferred.
- Mechanical aptitude.

**Licensing/Certifications:**

- Valid U.S. Driver's License
- Massachusetts Drinking Water License Grade II Distribution (D2) or ability to obtain within 1 year - employer sponsored
- Massachusetts Drinking Water License Grade II Treatment (T2) or ability to obtain within 1 year - employer sponsored
- Massachusetts Wastewater Treatment Operator Municipal Grade II (M2) or ability to obtain within 1 year - employer sponsored

*Please see attached position description.*

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Internal/External Applicants: To be considered for this position, please submit the required online Application for Employment, cover letter and resume, using this link: [Town of Hopkinton application for employment](#). Applications received before **4:00 pm, Friday, April 3rd**, will be reviewed and receive 1st priority. The position will remain open until filled. A paper application may be obtained by contacting [hr@hopkintonma.gov](mailto:hr@hopkintonma.gov).

<https://townofhopkintonma.easyply.co>

*Posted: April 19, 2026*



**WATER AND SEWER ASSISTANT MANAGER**  
*POSITION DESCRIPTION*

DEPARTMENT	DEPARTMENT OF PUBLIC WORKS	
REPORTS TO	WATER/SEWER MANAGER	GRADE: 10
STATUS	FULL-TIME	FLSA STATUS: NON-EXEMPT
EFFECTIVE DATE	11/2025	UNION STATUS: NON-UNION

**POSITION PURPOSE**

Under the general supervision of the Water and Sewer (W&S) Manager, the W&S Assistant Manager is responsible for assisting in the daily management, regulatory compliance planning, organization, supervision, development, and administration of the Water and Sewer Departments.

The role performs highly technical, professional, and administrative work for the Department of Public Works for operations and regulatory compliance of water/sewer pumping stations, sewer collection system, water distribution system, water/sewer treatment systems, water storage tanks and related systems and facilities. Performs varied and responsible duties requiring a thorough knowledge of departmental operations and the exercise of judgment and initiative in completing tasks, particularly in situations not clearly defined by precedent or established procedures. Incumbent is called upon to handle a significant amount of details, each varying from the other in substance and content, requiring incumbent to approach workload with flexibility.

**ESSENTIAL FUNCTIONS**

Certified Operator of Hopkinton's public water system, approved by MassDEP; secondary operator who takes on the role as primary operator when the Water & Sewer Manager (the primary operator) is not present. Responsible for ensuring compliance with all the requirements of the Massachusetts Drinking Water Regulations.

Directly supervises the operations of all water pump stations, drinking water wells, and water treatment systems. Submits reports on performance of treatment and pumping to state and federal regulators. Requires interface with State and Federal regulatory officials, Town officials, citizen groups, local media, MWRA representatives, and consultants. Reviews and analyzes logs and recordings of pump station and treatment activities and performance. Diagnoses, repairs and maintains a variety of complex electrical, instrumentation and mechanical systems. Directs and performs routine operation and maintenance of an automated SCADA system to continuously monitor and control operations of the water and sewer system and facilities. Directs, coordinates and supports outside service vendors as needed. Coordinates and supports outside service technicians as needed. Reviews utility consumption and strives to minimize costs. Inspects pumping station buildings and equipment to determine the need for repairs of renovations and supervises renovations/construction. Is required to be on-call 24/7 to respond to emergencies related to the wells, pump stations, and storage tanks.

Manages on-site and remote operations of pump stations. Responds to emergency and urgent corrective maintenance and repair requests for the water & sewer systems and manages crews conducting



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emergency work. Responds to after-hour water/sewer emergencies to direct repair operations; operates related equipment as conditions dictate. May respond to any other municipally declared emergency which requires interdepartmental or intercommunity support and coordination.

Manages water quality testing program for regulatory compliance and service optimization. Identifies sample sites, frequency and testing requirements. Supervises staff performing water sampling and analysis for regulatory compliance and processes changes, chemical dosage, online and field monitoring equipment and makes necessary adjustments. Schedules analytical testing with staff or vendors. Prepares required reports and records for regulatory compliance for sampling program. Submits reports to state and federal regulators.

Oversees vendor work activities at pump stations and wells to ensure that all assignments are completed in a safe, proper, and timely manner. Plans and organizes work activities for vendors.

Oversees the maintenance of the pumping stations buildings and grounds including grass mowing, brush removal, painting, minor repairs and other related duties. Anticipates and prepares pump stations for seasonal requirements and inclement weather, which may include snow & ice, freezing conditions, or drought conditions, to ensure reliable operation.

Performs duties common to all supervisory positions. Assists in day-to-day planning and job execution for the Water & Sewer Division including the operations, maintenance, inspection and rehab/construction of sewer collection system, water distribution system, hydrants, water meters and related systems and facilities during normal working hours and as required during off hours including nights, weekends and holidays. Plans, coordinates and assigns staff and equipment required for a variety of projects and daily work orders. May respond to work orders and perform minor system repairs. Plans, coordinates, schedules and oversees water & sewer work activities of Water & Sewer personnel, other DPW personnel, vendors and contractors to ensure they are completed in a safe, proper and timely manner. Performs the duties of the Water & Sewer Manager in their absence.

Develops and maintains standard operating procedures for Water & Sewer operations. Maintains records and prepares reports as needed.

In coordination with the Water & Sewer Manager, responsible for inventorying, managing use, evaluating condition and scheduling maintenance of vehicles, equipment and supplies for the water & sewer division to meet operational needs and health and safety standards. Implements preventative maintenance programs. Follows OSHA standards.

Responds to water quality inquiries and complaints from citizens and businesses; takes special samples, conducts routine tests and presents findings. Refers unresolved public relations matters to supervisor.

Assists Water & Sewer Manager to review, coordinate inspections, and approve permits for new water and sewer services, water meter installation or change-out, water and sewer repairs and drainlayer licenses.

Assists with water and sewer service requests, billing and billing inquiries from citizens and businesses.



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Authorizes routine purchases of supplies and equipment and is responsible for associated records.

Participates with the Director of Public Works and Water & Sewer Manager in the development of division operating budgets and long-range planning for capital projects.

Assists with developing and maintaining water & sewer system mapping and asset inventory and management records in coordination with the IT department and consultants.

Works with management team to identify opportunities to utilize technology for effectiveness; seeks ways to eliminate waste and inefficiencies throughout Town facilities. Keeps abreast of the latest technology, procedures, methods, systems and materials employed or used in the industry; makes recommendations to the Water & Sewer Manager and DPW Director.

Participates in the industry's professional organizations and professional development.

Performs other related duties as required, directed or as the situation dictates.

#### **SUPERVISION**

Works independently under the general supervision of the Water & Sewer Manager. Directly supervises the activities and performance of and provides functional oversight to W&S technicians and public work crews engaged in the operation and maintenance of the water/sewer system and facilities. Supervises W&S division in the absence of the W&S Manager. Carries out supervisory responsibilities in accordance with town's policies and applicable laws. Responsibilities include planning, assigning and directing work; training employees; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems and interviewing and hiring new employees.

#### **WORK ENVIRONMENT**

Periods spent outside subject to weather conditions while inspecting or directing work. Routinely required to handle toxic and hazardous materials used in the daily treatment of drinking water. Work performed in the field involves exposure to hazards associated with work near moving mechanical parts, work in confined spaces and work at construction sites. At times, it is required to wear safety equipment. Works in wet, cramped, poorly ventilated environments. Responds to emergencies. Frequent periods spent in a normal office environment not subject to extremes in temperature, noise, odors, etc. Errors in judgment could result in department errors, lower standards of service to the community, monetary loss or legal repercussions and possible negative public relations for both the department and the Town.

#### **EDUCATION AND EXPERIENCE**

Minimum Requirements:

- Associates Degree in a related field or equivalent technical education;
- Minimum five (5) to seven (7) years of progressively responsible experience in public water supply or public works;
- Minimum three (3) to five (5) years of progressively responsible experience managing staff and contractors;
- or any equivalent combination of education, training and experience.



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#### **Preferred Requirements:**

- Bachelors Degree in a related field preferred
- Municipal experience preferred.

#### **REQUIRED LICENSING & CERTIFICATIONS**

- Valid U.S. Driver's License
- Massachusetts Drinking Water License Grade II Distribution (D2) or ability to obtain within 1 year - employer sponsored
- Massachusetts Drinking Water License Grade II Treatment (T2) or ability to obtain within 1 year - employer sponsored
- Massachusetts Wastewater Treatment Operator Municipal Grade II (M2) or ability to obtain within 1 year - employer sponsored

#### **KNOWLEDGE ABILITY AND SKILL**

**Knowledge:** Proficiency in the knowledge of safety regulations and procedures pertaining to water distribution and sewer collection systems is essential. Working knowledge of water/sewer pumping and treatment systems including electrical, mechanical, chemical processes and associated instrumentation. Specialized knowledge and training required to diagnose, repair and maintain complex mechanical and electrical pumping equipment. Basic knowledge of water quality and chemistry principles. Working knowledge of the materials, occupational hazards and safety precautions of the trade. Proficient in leading and coordinating routine as well as emergency repair and maintenance operations.

Working knowledge in the maintenance, repair, and operation of a public water distribution and sewer collection systems and related equipment. Proficient in performing water main relay work and establishing temporary water service systems. Knowledge in the operation of excavating machinery and trench safety.

Knowledge of state, federal, and local laws, permits, and regulations related to division water and sewer operations. Working knowledge of the state and federal pollution control regulations.

**Ability:** Strategic planning, training, organizing, and supervision aptitude. Ability to plan, organize, assign and supervise the work of employees and equipment. Ability to lead and direct the work of others, handle multiple tasks, determine priorities and meet deadlines. Ability to carry out oral and written instructions. Demonstrated ability to comprehend and interpret technical drawings and water and sewer plans is required. Ability to read and interpret detailed construction drawings and blueprints. Proficient in operation of heavy equipment as well as power tools and hand tools. Ability to obtain water samples and perform basic laboratory analysis. Ability to maintain confidential information. Ability to communicate effectively and tactfully with the public, co-workers, other employees, departments, officials and other agencies. Strong ability to work independently and troubleshooting issues. Perform highly detailed work on multiple, concurrent tasks, and work under intensive deadlines.

**Skills:** Skilled in water samples and testing, organizational skills, writing, interpersonal/collaborative communication, resourcefulness and discretion. Utilizes a variety of computer and accounting software systems. Microsoft Excel and proficiency with computers and Google G-Suite; Skills that encompass



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effective use of word processing, spreadsheet, presentations, email, internet browser and accounting/financial software; mechanical aptitude.

#### **PHYSICAL REQUIREMENTS**

Moderate physical effort is generally required which involves frequent lifting of up to 60 pounds and occasionally lifting up to 100 pounds. Employee is required to drive heavy equipment for long periods of time during all types of weather conditions. Employee is required to use their hands to finger, handle, feel or operate objects, tools or controls and reach with hands and arms. Employee is regularly required to sit, stand, walk, talk and hear. Operates computer, printer, video display terminal, telephone, smartphone, copier, facsimile machine and all other standard office equipment requiring eye-hand coordination and finger dexterity. Sustained periods of standing, walking, bending, crawling, climbing and working in uncomfortable positions requiring lifting and pulling operations; works in cramped quarters. Balancing, crouching, grasping, pulling, reaching and stooping may also be required. Operates heavy and light trucks, heavy equipment, pneumatic tools, power tools and hand tools. Responds to emergency situations; works for extended periods of time as required by emergency situations. Vision and hearing at or correctable to normal ranges; color vision. Must be able to perform the essential functions of the job including regular attendance.

#### **NOTES**

*THE ESSENTIAL FUNCTIONS OR DUTIES LISTED HEREIN ARE ILLUSTRATIONS OF THE TYPE OF WORK THAT IS PERFORMED. REASONABLE ACCOMMODATIONS MAY BE MADE TO ENABLE INDIVIDUALS WITH DISABILITIES PERFORM THE ESSENTIAL FUNCTIONS. THIS JOB DESCRIPTION DOES NOT CONSTITUTE AN EMPLOYMENT AGREEMENT BETWEEN THE EMPLOYER AND EMPLOYEE AND IS SUBJECT TO CHANGE BY THE EMPLOYER, AS THE NEEDS OF THE EMPLOYER AND REQUIREMENTS OF THE JOB CHANGE.*



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**JOB DESCRIPTION ACKNOWLEDGEMENT - PLEASE RETURN TO HUMAN RESOURCES**

I acknowledge receipt and understand this job description.

<b>NAME (Please Print)</b>	
<b>SIGNATURE</b>	
<b>DATE</b>	