



# TOWN OF SALISBURY

5 Beach Rd  
Salisbury, MA 01952

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Human Resources

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## CHIEF WATER OPERATOR

### **POSITION OVERVIEW**

**POSITION:** Chief Water Operator

**DEPARTMENT:** Public Works Water Division

**HOURS OF WORK:** 40 Hours Weekly

**CLASSIFICATION:** Full-Time, Union Position

**COMPENSATION:** \$100,000-\$115,000 depending on qualifications

Under the general direction of the DPW Director, this position oversees the operation and maintenance of the Town's water treatment facilities and water distribution system. This includes coordinating inter-municipal partnerships essential to delivering drinking water to the Town of Salisbury. The role ensures that the water supplied to customers complies with all standards set forth in the Safe Drinking Water Act. Key responsibilities include maintaining regulatory compliance, managing plant equipment, and responding effectively to water-related emergencies.

### **ESSENTIAL FUNCTIONS**

The essential functions or duties listed below are intended only as illustrations of the various types of work that may be 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:

- Sets broad program objectives for Water Division operations.
- Prepares and administers the annual division budget, including capital planning and long-term infrastructure investment.
- Creates, updates, and implements written standard operating procedures and comprehensive employee training programs.
- Collaborates with other Town departments to coordinate joint projects.
- Plans and coordinates routine operations and maintenance activities including hydrant flushing and repairs, cross-connection control and backflow prevention, testing of backflow devices, valve exercising, water storage tank inspections and cleanings, grounds maintenance and the upgrading or replacing of water meters.
- Collaborates with the DPW Business Office to coordinate quarterly meter reading.
- Operates and monitors control systems, electric motors, pumps, and valves to maintain proper water flow and levels.
- Monitors groundwater supply levels and ensures compliance with permitted withdrawal limits.
- Oversees water sampling collections used for quality testing; interprets results and makes necessary system adjustments.
- Responsible for preparing and submitting monthly, quarterly and annual reports in compliance with regulatory and operational requirements.
- Responsible for ordering and maintaining adequate supplies of water treatment chemicals.
- Monitors and records daily chemical usage to ensure proper dosing and regulatory compliance.
- Coordinates repairs to the water infrastructure and consults with the Director or designee on complex issues, providing recommendations for effective solutions.
- Oversees existing water services, the installation of new residential and commercial water connections, the

proper abandonment of inactive or obsolete services, and retaining corresponding documentation for all activities.

- Reviews and evaluates proposed water distribution projects within the Town of Salisbury.
- Works with consulting engineers and regulatory authorities to support approval and implementation of water projects; reviews plans and project applications for compliance with local, state, and federal requirements.
- Consults with Town Officials on significant issues related to the maintenance, operation, and expansion of water facilities and infrastructure.
- Represents the Town in meetings with civic, municipal, professional, and public groups to discuss water-related topics.
- Participates in industry association meetings, engages in professional correspondence, and may represent the Town before commissions and regulatory boards.
- Enforces, reviews, and updates all water-related rules, regulations, fees, and permit requirements in collaboration with the Town Manager
- Ensures full compliance with all Department of Environmental Protection (DEP) and Environmental Protection Agency (EPA) regulations.
- Oversees safety training for all division personnel, ensuring strict adherence to safety rules and regulations at all times
- Operates and maintains Supervisory Control and Data Acquisition (SCADA) systems.
- Maintains control, safety, and accountability for all Water Division equipment and assets
- Responds to and manages all water-related emergencies.
- Performs other related duties as assigned by the Director of Public Works or their designee.
- Establishes work procedures and performance standards
- Manages employee schedules and leave, provides performance feedback, and refers disciplinary issues to the Director of Public Works.

### **SUPERVISION**

Works under the general supervision of the DPW Director, or their designee, and in accordance with the applicable Town rules and regulations and provisions of the Massachusetts General Laws.

### **MINIMUM QUALIFICATIONS**

The Town may consider any combination of relevant work experience, volunteerism, education, and transferable skills as qualifying:

- Bachelor of Science in Civil Engineering or related field and minimum of three (3) years of experience or an equivalent combination of education and experience in water treatment and water distribution systems with management experience
- Grade III Water Distribution License
- Grade I Water Treatment license
- A valid driver's license and ability to pass a CORI background check
- Must be fully committed to providing service excellence to every person who visits, works, or resides in the Town of Salisbury.

### **DESIRED QUALIFICATIONS**

- Experience working for a Massachusetts or New Hampshire municipality
- Experience in budgeting and/or capital planning
- Experience in managing department staff

### **REQUIRED KNOWLEDGE, SKILLS, AND QUALITIES**

- Thorough understanding of a Public Works Water Division operations and functions
- In-depth knowledge of Safe Water Drinking Act, the Clean Water Act, and MADEP Drinking Water Regulations
- Ability to organize, supervise and delegate to subordinate staff
- Familiarity with standard tools, materials, methods, and practices used in the water works industry, construction of highways, and sewer systems.

- Knowledge of occupational hazards and applicable safety precautions
- Ability to read, interpret, and apply engineering and construction plans and drawings
- Strong written communication skills, including the ability to produce clear and concise administrative and financial reports
- Goal-oriented, with the ability to develop, implement, and achieve operational objectives.
- Proficient in interpreting and applying local, state, and Federal regulations
- Ability to keep and maintain thorough records as required by the Town and/or state
- Strong Financial management skills
- Proficient in modern computer applications and technology tools related to water system operations and management
- Excellent customer service, organizational, time-management, and project management skills
- Collaborative mindset with the ability and willingness to work as part of a team across Town Departments

### **WORK ENVIRONMENT AND PHYSICAL REQUIREMENTS**

The work environment is performed in an office setting with noise from phones, computers, fax machines, and other people in the office. Work is also performed outdoors with exposure to typical New England weather conditions and hazards from associated traffic, construction sites, chemicals, and heavy mechanical equipment. Work is also performed within a water treatment plant and associated pumping facilities with noise from equipment, working with potentially hazardous chemicals (i.e. chlorine), tripping hazards, etc. This position occasionally has irregular hours responding to emergencies.

The physical demands described 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. The employee must be able to lift up to 50 pounds and occasionally lift up to 100 pounds with assistance. Stooping, kneeling, lying, crouching, crawling, reaching, and fine hand motor skills are general examples of some of the physical requirements of the position, as it relates to operating heavy machinery and equipment, as well as office work. Verbal and written communications required regularly. Basic office equipment knowledge needed (i.e. working with Microsoft Office, Outlook, printers/scanners, computers, etc.)

### **APPLICATION INSTRUCTIONS**

Interested applicants are asked to send a cover letter, resume, and three professional references to [jobs@salisburyma.gov](mailto:jobs@salisburyma.gov). Applicants will be notified before references are called. Applications may also be sent by mail to **Town Hall, Human Resources, 5 Beach Road, Salisbury, MA 01952**.

\*The Town of Salisbury is an EEO/ADA Employer\*