



Water & Sewer Department
P.O. Box 793 (38 Hill Street)
Webster, MA 01570

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**Webster Water Job Posting
May 21, 2025**

The Town of Webster is seeking a full-time Water Chief Operator. The Chief Operator supervises, leads, and coordinates the daily operations of the Town's Water Department which includes: water treatment and water distribution to comply with all local, state, and federal regulations and guidelines in conjunction with municipal leadership and the Town's Water Sewer Commission. Employment applications may be obtained at www.webster-ma.gov. Interested parties should submit a resume and employment application to Thomas Cutler by email: tcutler@webster-ma.gov. Applications will be accepted until June 20, 2025. EEO/AA employer.

DEPARTMENT	Water				
TITLE	Chief Operator (Non-Union)				
GRADE		FLSA STATUS		APPROVED	

DEFINITION

The Chief Operator supervises, leads, and coordinates the daily operations of the Town's Water Department which includes; water treatment and water distribution in order to comply with all local, state, and federal regulations and guidelines in conjunction with municipal leadership and the Town's Water Sewer Commission.

ESSENTIAL FUNCTIONS

The essential functions or duties listed below are intended only as illustrations of the various type 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.

- Assists the Superintendent with annual operating budget and capital lists-controls spending;
- Conducts regular inspections of assigned projects and those performed by outside contractors to ensure compliance with specifications and applicable safety regulations;
- Submits timely reports to the Massachusetts Department of Environmental Protection (MassDEP), the United States Environmental Protection Agency (EPA), and other relevant agencies, as required;
- Directly responsible to oversee the Town's MassDEP/EPA water quality sample schedules including the Lead & Copper sample program and will work closely with Office Administration to coordinate customer sample collections;

- May have contact with regulatory personnel and agencies, as required for water system issues and compliance;
- Plans, coordinates, and schedules personnel and equipment required for a variety of water projects and day-to-day operations such as water distribution leak detection, installations, leak repairs, hydrant flushing, meter installation, and gate valve turning;
- Assists the Superintendent with plans and supervises the operation, maintenance, and capital improvements of water pumping stations, treatment plants, storage tanks, water distribution system, and other related water facilities;
- Provides supervision over treatment and distribution employees, instructing personnel as to procedures to be followed in relation with specific assigned tasks and daily workflows;
- Interacts with the public via phone, written correspondence, in-person, or in public meeting environments;
- Responsible for water bill inquiries and will work closely with Office Administration to resolve billing or metering issues;
- Observes and enforces safety regulations for all personnel involved in water treatment/distribution;
- Reads plans, blueprints, sketches, and diagrams of the water distribution system to locate, operate, and maintain various associated utilities;
- Monitors for service breaks in water mains in order to determine cause, locate problem areas, and take proper steps to either isolate or remediate any issues;
- Updates and maintains service records, including ties and dig safe mark outs;
- Maintains proper training credit hours in order to keep required drinking water licenses at all times in accordance with federal, state, local, and AWWA standards;
- Performs fire hydrant maintenance, repair, and replacement; and
- Any and all other associated tasks in the continued maintenance and oversight of Webster's water distribution system;
- Must be available for after-hours emergencies and will serve a backup to the Water Treatment/Distribution Foreman in his or her absence;
- Will be listed as the primary treatment/distribution certified operator of record with MassDEP;
- Performs a variety of related duties as necessary;

SUPERVISION RECEIVED

Under administrative direction, the employee works from policies, goals, and objectives; establishes short-range plans and objectives, departmental performance standards and assumes direct accountability for department results; consults with the supervisor only where clarification, interpretation, or exception to policy may be required or as requested by the supervisor. The employee exercises control in the development of departmental policies, goals, objectives and budgets and is expected to resolve all conflicts which arise and coordinate with others as necessary.

SUPERVISION EXERCISED

The employee, as a regular and continuing part of the job, leads other workers in accomplishing assigned work and also performs non-supervisory work that is usually of the same kind and levels as is done by the group led. The employee provides training to new employees; reports to the supervisor on disciplinary problems, performance and training needs of employees; resolves simple, informal complaints of employees and refers others to the supervisor; may approve leave for a few hours or for emergencies.

JUDGMENT AND COMPLEXITY

The work requires examining, analyzing and evaluating facts and circumstances surrounding individual problems, situations or transactions, and determining actions to be taken within the limits of standard or accepted practices. Guidelines include a large body of policies, practices, regulations and precedents which may be complex. Judgment is used in analyzing specific situations to determine appropriate actions. Requires understanding, interpreting and applying federal, state and local regulations.

NATURE AND PURPOSE OF CONTACTS

Relationships are primarily with co-workers, vendors and the public involving frequent explanation, discussion or interpretation of practices, procedures, regulations or guidelines in order to render service, plan or coordinate work efforts, or resolve operating problems. Other regular contacts are with service recipients and employees of outside organizations. More than ordinary courtesy, tact and diplomacy may be required to resolve complaints or deal with hostile, uncooperative or uninformed persons.

EDUCATION AND EXPERIENCE

Associates degree and 5 years of related experience; or any equivalent combination of education, training, certification, licensure and experience.

Must possess Massachusetts Grade 2 Treatment and Grade 3 Distribution licensing, as well as a Class B Commercial Driver's License and a class 2B Hoisting Engineer License. Massachusetts Backflow Device Tester and Surveyor's license is required.

KNOWLEDGE, ABILITY, AND SKILLS

Knowledge: Working knowledge of regulations governing municipal water distribution operations, as well as of municipal water operations, policies, and procedures. Knowledge of the principles and practices of water distribution, operation, maintenance, and repair. Knowledge of municipal water facilities, systems, and equipment. Knowledge of occupational hazards and safety practices relative to water distribution. Knowledge of water records, reports, and documentation. Knowledge of basic computer systems and software related to plant and distribution systems operations.

Abilities: Ability to utilize effective written and verbal communication for presentations, training, and consensus building. Ability to establish and maintain effective working relationships with those contacted in the course of work.

Skills: Skilled in assigning, reviewing, and evaluating work. Skilled in analyzing technical data and troubleshooting problems, as well as detecting mechanical and operational problems.

WORK ENVIRONMENT

The nature of duties may involve continuous presence of unpleasant or irritating elements, such as considerable noise, odors, chemical fumes, dust, smoke, heat, cold, oil, dirt or grease. Work may be continually performed outdoors, regardless of weather conditions. May be required to be on call for 24 hours or being under prolonged pressure during emergency situations.

PHYSICAL, MOTOR, AND VISUAL SKILLS

Physical Skills

Work requires moderate intermittent physical strength and effort daily, such as lifting heavy objects, carrying the object(s) and stacking them or placing them in a vehicle or storage area. In addition, pulling, pushing, standing or walking for the full work day may also be involved.

Motor Skills

Duties involve assignments requiring application of hand and eye coordination with finger dexterity and motor coordination.

Visual Skills

Visual demands require routinely reading documents for general understanding and analytical purposes.