



**ASSISTANT DIRECTOR OF WATER OPERATIONS  
DEPARTMENT OF PUBLIC WORKS & PARKS  
CITY OF WORCESTER**

The City of Worcester seeks qualified applicants for an **Assistant Director of Water Operations** for the Water Operations Division within the Department of Public Works & Parks. Under the direction of the Director of Water Operations, the position will work with staff to maintain and improve the existing water system infrastructure of the City and ensure reliable, safe, clean and abundant service to the residents and businesses of the City. The employee will be responsible for assisting with the construction, operation, maintenance and repair of the City's water distribution system and metering system.

*Bilingual and multilingual applicants are encouraged to apply.*

**ESSENTIAL ELEMENTS:**

- Manage, direct, instruct and train the staff tasked with operating and maintaining distribution and metering systems
- Organize, assign, supervise, and inspect the work of assigned employees involved in the construction, operation, maintenance, and repair of the City's distribution and metering systems
- Maintain standards for service, safety, technology, and sound civil/water distribution engineering through daily, weekly, and long-term operational policies and practices
- Work and coordinate closely with other Water Division sections including engineering, supply/pumping, and filtration
- Assist the Director of Water Operations with public records requests, plan review, permit review, applications for service, and other office related tasks as assigned
- Maintain professional and productive communication between other DWP&P Divisions and outside City departments
- Make recommendations for capital equipment purchases, operational budget management, and consults with senior DPW&P administration for capital system updates
- Identify infrastructure deficiencies that limit the ability of the Division to carry out its service-based mission and develop mitigation plans and repair plans with in-house staff or with contractors as needed
- Receive, investigate, and follow through on complaints from the general public
- Observe personnel at work to ensure safe working conditions and takes action to correct unsafe work procedures
- Attend and participate in staff meetings, vendor meetings, and neighborhood meetings
- Follow and adhere to department or City government rules, regulations, policies, and procedures
- Follow progress of work, check efficiencies of employees, and make recommendations to the Director for personnel adjustments as necessary to obtain proper flow of work and optimum performance
- Anticipate or investigate causes of delay or inadequate performance and takes corrective measures
- Make recommendations for improvements in procedures or methods to increase effectiveness and reduce costs

- Maintain discipline, morale, and harmonious personnel relations
- Respond to emergency calls for repair of water breaks in buildings, water services, water mains, hydrants, and other water appurtenances

**SECONDARY ELEMENTS:**

- Perform any function consistent with the proper care of the City's water distribution system
- Present verbal and written reports as required and maintain administrative and operating records as required
- Assist with other related public works functions including civil disaster cleanup, safety operations, and civil defense activities Participate in training opportunities and skill building exercises

**REQUIRED KNOWLEDGE, SKILLS AND ABILITIES:**

- Knowledge of the design, construction, and operation of municipal water systems
- Knowledge of the practices, methods, materials, tools, and equipment used in the construction, operation, maintenance and repair of water distribution systems
- Fundamental understanding water distribution system hydraulics and the applications thereof in the field
- Confidence to make recommendations for repairs and upkeep of water infrastructure
- Ability to read and interpret plans and specifications for water distribution systems
- Ability to interpret environmental requirements established by federal and state regulators as they apply to the Division and ensuring reasonable compliance
- Ability to make sound decisions with minimal direction, often on short notice
- Ability to manage employees, vendors, contractors, and projects concurrently

**MINIMUM REQUIREMENTS:**

- Bachelor's Degree in Civil or Environmental Engineering, or a related field OR;
  - Any equivalent combination of education, training and ten (10) years of experience which provides the required knowledge, skills, and abilities to perform the essential functions of the position may be substituted at the City's discretion
- Massachusetts Water Operator License (D3) with the ability to obtain a D4 within 1-year of hire
- Valid driver's license
- Seven (7) years of experience in water distribution operations and maintenance
- Knowledge and experience with GIS and asset management systems
- Excellent communication skills

**PREFERRED QUALIFICATIONS:**

- Master's Degree in Civil or Environmental Engineering, or related field
- Engineer-in-training (EIT) certification or Professional Engineer (PE) license
- Five (5) years of experience as a direct manager
- Five (5) years of experience in a municipal setting
- Ten (10) years of experience working with water systems

- Knowledge of surface water supply systems
- Knowledge of high flow pumping systems
- Knowledge of large-scale metering systems

**SALARY RANGE:** \$87,451 - \$115,085 annually, full-time, exempt, with an excellent benefits package.

**To apply, please visit:** [www.worcesterma.gov/employment](http://www.worcesterma.gov/employment) or send resume and cover letter to: City of Worcester, 455 Main Street, Room 109, Worcester, MA 01608. **OPEN UNTIL FILLED, applications received prior to or on FRIDAY, JUNE 14, 2024** will receive preference. Preference is given to Worcester residents. **The City of Worcester is an equal opportunity, affirmative action employer. Women, minorities, people with disabilities and protected veterans are encouraged to apply.** Direct inquiries to: City Hall, Human Resources, Room 109, 508-799-1030, [HR@worcesterma.gov](mailto:HR@worcesterma.gov).