

Georgetown Water Department

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May 1, 2025

Position Opening Utility Director

The Town of Georgetown is accepting resumes for the position of Utility Director of the Georgetown Water Department. The Georgetown Water Department (GWD) serves a population of approximately 8,000 and provides water to residential, municipal, commercial, and industrial customers. Primary oversight responsibilities include the administering, organizing, strategic planning, overall departmental budgets, inter-departmental cooperation, and the GWD's mission to provide the highest quality of water and customer service at the lowest reasonable cost. The Utility Director coordinates activities with the communities and outside agencies, ensuring compliance with local, state, and federal regulations.

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.)

- The Utility Director directs, oversees and manages the department of all Engineering and Water Treatment and Distribution activities. Performs various professional and technical engineering tasks for the Water Department including, but not limited to; operations and maintenance oversight, compliance with all regulatory requirements, engineering, capital improvements, operating budget, water quality, water distribution and water treatment.
- Develops each year's Capital Improvement Program. Oversees the creation, design and constructability review of all capital improvement projects.
- Provides technical specifications, reviews and details for products and construction practices utilized by the GWD Water Facilities. Engages in long term planning for upgrades and maintenance of water facilities. Reviews all projects initiated by the Town, State and Federal Agencies that affects the GWD facilities. Provides design solutions for operational problems.
- Reports to a three (3) member elected Board of Water Commissioners (BWC). Prepares concise meeting minutes, meeting agendas, financial statements, water quality data and consumption analysis statements to be reviewed and discussed during BWC meetings. Responsible for initiating distribution system or process improvements that support overall goals of the GWD, and reporting results or outcomes to the BWC. Attends monthly (or as directed) BWC meetings and as needed Town Planning, Zoning Board and Conservations Commission meetings involving any review of upcoming projects or water department facilities.
- Foster positive employee relations, development, and ensure that adequate training is provided to achieve skill levels and proficiency for conducting all operational tasks. Communicate management and District decisions, policies and programs to personnel.
- Supervise and assist staff with questions, complaints and requests and determine staff needs; coach staff in team concepts for sustained and improved performance. Train, assign and evaluate the technical work of personnel; discipline personnel as appropriate according to established policies and procedures. Responsible for the supervision of employee relations in a manner which ensures that GWD's goals and objectives are met.

- Conducts performance evaluations that are timely and constructive.
- Fosters and maintains positive public relations. Consults with legal counsel, elected and appointed town officials and others as necessary in support of GWD's programs and operations.
- Communicate goals and mission of GWD to customers, outside agencies and local officials.
- Manage public relations concerns; respond to inquiries and complaints from the public; follow up with an appropriate course of action; meet with representatives of the public, and agencies to discuss problems or questions regarding programs, projects, or activities.
- Acts as primary signing agent for the execution of all legal instruments relating to GWD business and operations.
- Must be available after hours, holidays and emergencies when necessary.
- Maintains current knowledge of profession.
- Performs other duties and functions as assigned or directed

Minimum Qualifications:

- The successful candidate should have a minimum fifteen years of engineering or water treatment & distribution experience and five years of recent senior management experience in the field of municipal water supply systems.
- Possess a bachelor's degree in engineering, environmental science, or a related field. A master's degree in engineering, environmental sciences or business administration is a plus, but not required.
- The successful candidate must also possess, or be able to obtain within 12 months, a minimum D2 and T2 Massachusetts Drinking Water Licenses, and any applicable Massachusetts licenses required by law for managing a water utility.
- The successful candidate is to have extensive knowledge of the design, construction and operational issues of water systems, water quality, a high level of computer skill, and should be familiar with SCADA system knowledge.
- Certification as a Massachusetts Certified Public Purchasing Official is a plus, but not mandatory.
- A valid driver's license is required.
- This position requires positive interaction with other town departments, as well as state and town officials and with the general public. The candidate must maintain public relations customer service in order to ensure best possible outcome for the customer.

Knowledge, Ability, Skill:

Knowledge: Principles of engineering, surveying, AutoCAD, economics, statistics preferred and accounting.

Ability: Ability to plan, organize and collaborate with others, ability to communicate effectively, ability to establish and maintain effective working relationships with all town employees, board/committee members, officials and the general public, ability to recognize town-wide priorities and work cooperatively to support their accomplishment, ability to prioritize multiple tasks and deal effectively with interruptions, often under considerable time pressure, to document configuration changes and processes.

Skills: Excellent customer service and organization skills, excellent time-management skills, excellent written and verbal communication skills, strong project management skills. Service oriented with the ability to work under pressure and manage emergency situations as they arise. Excellent written and verbal communication skills, including active listening. Excellent skills in organization, prioritizing, attention to details, and time management.

Supervision

Received: Works under the general supervision of the Board of Water Commissioners and in accordance with the applicable provisions of the Massachusetts General Laws.

Responsibility: Performs duties that are clearly defined by protocol and standard operating procedures. This role requires knowledge of departmental operations.

WORKING CONDITIONS & PHYSICAL DEMANDS:

Job Environment

- Work is primarily performed inside but may require frequent field and site visits; work environment is noisy, subject to extreme temperature changes, frequent interruptions and consistently working near large construction or mechanical equipment when performing field work or during site inspections at the water treatment plant.
- Operates assorted tools and small machinery, laser levels, GPS units, measuring tapes and wheels, survey total station equipment, computer, calculator, copier, facsimile machine, and other standard office equipment.
- Contacts are by phone, through correspondence, and in person; they generally consist of an information exchange dialogue, discussing routine and semi-complex issues.
- Consult with Board of Water Commissioners on issues that could result in delay of department services and or larger ramifications.

Physical Requirements

(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.)

While performing the duties of this job, the employee is regularly required to work in the field; this position is frequently required to stand, sit, communicate, or hear; occasionally required to walk long distances, must be able to handle, or feel objects, tools, or controls; and reach with hands and arms. The employee must occasionally lift and/or move objects weighing up to 35 pounds. Vision and hearing at or correctable to normal ranges. Due to potential emergency response needs, the preferred applicant shall live within 50 miles from GWD.

Compensation will be between \$135,000 to \$160,000, along with a full benefits package, commensurate with experience and qualifications. To apply, send cover letter, resume, and salary requirements by email to Jeff McClure at HR@georgetownma.gov. All resumes must be submitted by June 30, 2025.