



MASSACHUSETTS WATER RESOURCES AUTHORITY
JOB VACANCY ANNOUNCEMENT
Internal/External
Manager, Operations (Wastewater)
REPOST

Posting Period: January 7, 2025 to July 21, 2025
Location: Chelsea, MA, USA
Salary: \$142,800.00 – \$172,380.00 Annually
Salary Type: Hourly
Position Type: Full Time
Benefits Eligible: Yes - <https://www.mwra.com/about-mwra/careers>
Work Schedule: Monday through Friday 7:00am - 3:30pm
*This position may be eligible for occasional telework.
*This position has been designated as essential in instances where the MWRA Executive Director requires essential personnel to report to work such as inclement weather or other emergencies.
Apply at: <https://mwra.applicantpro.com/jobs/>

PCR: 2470004
DIVISION: Operations
DEPARTMENT: Wastewater Operations
UNION/GRADE: Non-Union/Grade 14

BASIC PURPOSE:

Manages the 24-hour operations of wastewater operations facilities including wastewater pumping stations, combined sewer overflow facilities, and headworks facilities. Manages the shift operations activities of assigned personnel to ensure efficient and effective operation of all wastewater facilities to optimize performance and meet permit requirements. Provides operations personnel with needed resources and support. Is required to be part of an on-call rotation for emergencies and wet weather, 24 hours a day, 7 days a week.

SUPERVISION RECEIVED:

Works under the general supervision of the Director, Wastewater Operations and Maintenance.

SUPERVISION EXERCISED:

Exercises general supervision of the Program Manager and Operations Supervisors.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Directs the twenty-four (24) hour operations of all wastewater facilities under the control of the Wastewater Operations Control Center (OCC).
- Ensures proper readiness, staffing and operation of all wastewater facilities during wet weather events. Responsible for creating and implementing wet weather staffing plans, and participating in management's storm coverage rotation.
- Coordinates with Operations Engineering staff on all wastewater pumping stations, Combined Sewer Overflow facility (CSO), and headworks facilities to optimize operations for proper treatment and flow control. Monitors facility flow control performance and identifies process control deficiencies. Plays an active role in the evaluation of long-range process control needs for the wastewater treatment and flow control.
- Establishes and updates operational procedures in accordance with control strategies. Works with SCADA and Operations Engineering staff to implement the wastewater facility SCADA changes.
- Works with MIS staff to establish priorities and ensure responsive computer systems and scanner hardware/software.
- Coordinates with the Maintenance Department and establishes priorities to assure successful facility operation.
- Plays an active role in capital project design, construction, and startup activities. Participates in the preparation of performance certification criteria and evaluation reports.
- Establishes and administers operational records and procedures required for all twenty-four (24) hour facilities.
- Oversees personnel management and staff hiring for the department. Ensures that major initiative and policy changes are properly communicated to all staff. Identifies organizational needs and proposes re-organization plans to address changing needs.
- Collaborates with the Manager, Training and Development to provide opportunities for technical, supervisory and managerial training and education for all Wastewater Operations employees.
- Oversees staff productivity monitoring and continual improvement through staff skills development, strategic planning, standard operating procedures (SOP) improvements and research, and implementation of technology advances. Maximizes effective use of the Maximo maintenance software and related computer programs.
- Manages the department's safety programs, maximizing employee involvement, supporting the Authority-wide safety program, and making inspections. Acts as liaison to the Manager, Occupational Safety and Health. Immediately notifies Occupational Safety and Health of any safety issues or risks that need attention.

- Oversees development, periodic review, and updating of SOPs and Facility Operations and Maintenance (O&M) manuals, and ensures all staff are properly trained.
- Oversees budget management for Wastewater Operations. Ensures that budget resources are allocated appropriately between units. Monitors spending and ensures budget compliance.
- Establishes emergency response procedures and oversees training and practice drills.
- Ensures consistency and uniformity of work rules in accordance with established policies and procedures. Identifies needed improvements to work practices.
- Manages successful administration of collective bargaining agreement provisions to maintain harmonious labor management relations. Participates in grievance resolution, collective bargaining and contract negotiations. Serves as Step I hearing officer. Hears disciplinary actions.

SECONDARY DUTIES:

- Performs related duties as required.

MINIMUM QUALIFICATIONS:

Education and Experience:

- A Bachelor's degree in civil or environmental engineering, or related field; and
- Thorough knowledge of planning, operations and maintenance of wastewater utilities as normally acquired through at least eight (8) years of experience in a wastewater facility,
- Of which a minimum of four (4) years must be in a management or supervisory capacity; and
- Experience in operating large wastewater facilities preferred; or
- Any equivalent combination of education or experience.

Necessary Knowledge, Skills and Abilities:

- Excellent working knowledge of the operation and maintenance of a large metropolitan sewer system.
- Excellent interpersonal, written and oral communication skills.
- Demonstrated ability to plan, organize, direct, train and assign duties to subordinates.
- Demonstrated successful experience managing in a union environment with a diverse workforce.
- Proficient in the use of personal computers and associated Microsoft Office Suite programs, databases, data presentation & analysis tools.

- Working knowledge of SCADA and of computerized maintenance management systems and procedures. Knowledge of statistical process control and work process continuous improvement preferred.

SPECIAL REQUIREMENTS:

Is required to be part of an on-call rotation for emergencies and wet weather 24 hours a day, 7 days a week.

A valid Class D Motor Vehicle Operator's license.

A Massachusetts Grade IV Wastewater Treatment Plant Operator's license.

A Massachusetts Grade IV Wastewater Collection Systems Operator Certification (or the ability to obtain within one year of appointment).

Registered Professional Engineer (P.E.) is preferred.

TOOLS AND EQUIPMENT USED:

Office equipment as normally associated with the use of telephone, personal computer including word processing and other software, copy and fax machine.

PHYSICAL DEMANDS:

The physical demands described here 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 use hands to finger, handle, feel or operate objects, including office equipment or controls and reach with hands and arms. The employee frequently is required to sit and talk or hear. The employee is occasionally required to stand and walk; climb or balance; stoop, kneel, crouch, or crawl; taste or smell. The employee must frequently lift and/or move up to 10 pounds, occasionally lift/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, depth perception and the ability to adjust focus.

WORK ENVIRONMENT:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.

While performing the duties of this job, the employee regularly work in an office environment. The employee occasionally exposed to outdoor weather conditions. The employee is occasionally exposed to fumes and airborne particles. The noise level in the work environment is a moderately quiet in office setting.

Massachusetts Water Resources Authority (MWRA) is an Equal Opportunity/Affirmative Action Employer. All qualified applicants will receive consideration for employment without regard to race, color, national or ethnic origin, age, religion, disability, sex or gender, sexual orientation, gender identity or expression, or veteran status.