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**POSITION:** Cross-Connection Control Coordinator

**DATE:** 07/2024  
Position open till filled

**INCUMBENT:**

**ANALYST:**

**DEPARTMENT:**

**LOCATION:** Hyannis Water System

**How to apply:**  
**Apply online @**  
**[Veolianoorthamerica.com/careers](https://veolianoorthamerica.com/careers)**

**REPORTS TO:** Project Manager/Assistant  
Project Manager

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**Summary:**

The Cross-Connection Control Coordinator is responsible for overseeing the Hyannis Water Systems Cross Connection Control Program that consists of performing cross connection surveys to prevent the backflow of contaminated water, the testing of backflow prevention devices and performing all administrative work associated with monitoring, scheduling, tracking, and coordinating a Cross Connection Control Program.

Ensures WRWS compliance with all Massachusetts Department of Environmental Protection Cross Connection and Backflow Regulations.

**Education /Equivalent:**

- High school diploma or equivalent.
- Massachusetts DEP Certified Cross Connection Surveyor required.
- Massachusetts DEP Certified Backflow Prevention Device Tester required.
- Massachusetts DEP Grade 1 Distribution or Treatment Operator's certification.
- Must possess and maintain a valid state driver's license.
- Willingness to obtain further certifications as required.

**Work Experience Needed:**

- 2 years' experience performing water utility distribution system work.

**Special Skills/Abilities Needed:**

- Ability to perform cross connection surveys at all types of businesses under varying conditions.
- Ability to use GIS and obtain GPS data points for system upgrades.
- Good communications skills, both oral and written.
- Good organization, interpersonal, and problem-solving skills.
- Ability to function in the digital world, using computer, laptop, tablet, smart phone devices and software to communicate and perform and record work.
- Proficiency with business office computing systems.

**Nature & Scope-Principal Areas of Responsibilities:**

- Determine need for backflow protection, approved assembly selection, and specific location for premise isolation for new and remodeled construction. Conduct ongoing determination surveys on existing service connections and associated facilities/residence while prioritizing highest degree of health hazard.
- Administer the Cross Connection Program to ensure that all cross connections are eliminated or protected and to ensure compliance with state and local regulations.
- Conduct Service Inspections for new or previously inactive service connections to verify installation of an approved backflow assembly and confirm initial assembly testing has been scheduled or completed.
- Send Notice to Test communications to customers. Receive, review, and record test results in work management system. Take further action as required by the Company's Cross-Control Program.
- Terminate water service for failure to comply with Company's Cross-Connection Control Program
- Produce, distribute, and maintain appropriate records for cross connection control assemblies and associated test records. Maintain and improve program record keeping database and GIS integrity.
- Schedules and prioritizes workload and sets compliance deadlines, coordinates onsite inspections to ensure proper installation of approved devices and to ensure the need for backflow protection, schedules, and coordinates activities with customers.
- Reviews water distribution system plans and installations and advises regarding necessary modifications to plans and installations for compliance with cross-connection control program as appropriate.
- Monitors and inspects the work of contractors, builders, vendors, and the like regarding the Company's cross-connection control program implementation.
- Processes billing information as pertains to charges or fees assessed to customers.
- Uses digital tools, (computer, laptop, tablet, smart phone, etc.) devices and software to communicate, and perform and record work.
- Perform all job responsibilities and duties in compliance with all safety, health, environmental, and security laws, rules, policies, programs, and training.
- Perform Distribution System field inspections.
- Performs similar or less skilled work as assigned.

**Essential Functions:**

- Ability to transport up to 50 lbs. in repetitive motions, operate in inclement weather, and enter/exit manholes.
- While performing the duties of this job, the employee is regularly required to talk or hear. The employee is frequently required to stand; walk; climb stairs or ladders; sit; use hands to finger, handle, or feel; reach with hands and arms; climb or balance; stoop, kneel, crouch, or crawl and taste or smell. Specific vision abilities required by this job include ability to distinguish color, close vision, and distance vision.

**This position description is intended for the purpose of evaluation and salary positioning and is not a contract setting forth the full scope of employment. The employer retains the right to deviate from the description at its discretion, without notice.**