



TOWN OF HOLDEN

NOTICE OF VACANCY

OPEN DATE: 8/17/2026 **CLOSE DATE:** Until Filled
DEPARTMENT: Public Works
JOB TITLE: Water Sewer Superintendent
SALARY RANGE: \$93,628-\$113,914
HOURS: Office Hours – 35/week plus meetings as needed
BENEFITS: Vacation, sick and personal time available; Worcester Regional Retirement System; Health Insurance, Dental, Vision and Life Insurance available; View available options and premium rates at www.holdenma.gov/employeebenefits
HOLIDAYS: 12 paid holidays per year.
REPORTS TO: Public Works Director

GENERAL SUMMARY:

The Water & Sewer Superintendent performs work of a professional and responsible nature under the general direction of the Director of Public Works. The Superintendent is responsible for operating the Town's Water & Sewer Division (the "Division") which delivers clean, potable water to customers (6,500+ residential/commercial) and provides sanitary sewer services in accordance with all federal, state and local regulations and requirements.

In coordination with the Director of Public Works, manages the Water & Sewer Enterprise Fund including developing, recommending and implementing the annual operating and capital budgets. Is responsible for monitoring water and sewer rates and developing and recommending rate adjustments as necessary. Directly supervises the Division personnel.

ESSENTIAL JOB FUNCTIONS*:

- Plans, organizes, and directs the Division's activities and staff.
- Participates in developing Division goals and objectives.
- Prepares analyses and develops reports.
- Recommends and implements Division policies, systems, and procedures.
- Recommends changes for the continual improvement of the efficiency, economy, and effectiveness of services rendered. Implements the Division's Capital Plan by managing the design, procurement, and building phases of various water and sewer improvement projects.
- Oversees and manages various consultants and contractors doing work for the Division.
- Responsible for the protection, development and purchase of the Town's public drinking water supplies; oversees the treatment of public water supplies and delivery of water to customers.
- Operates and maintains the Town's sanitary sewerage collection and transfer systems and manages Holden's contracts for sewage transport and treatment with the various relevant agencies.
- Monitors and develops the Water & Sewer Enterprise Fund including the Division's operating budget.
- Closely reviews sales revenues and expenditures and keeps the Director of Public Works apprised of the Fund's status through monthly reports and other analyses as needed.
- Supervises all Water & Sewer Division personnel.
- Establishes and maintains department records and reports.
- Participates in DPW staff meetings and other meetings as required, and coordinates Division activities with other town departments.
- Audits the water and sewer billing function and prepares financial information and reports.
- Audits the meter reading function to ensure that full and complete readings continue to be made and all data is securely reported to the administrative office and integrated into the system's billing cycle. Makes recommendations to the Director of Public Works on water and/or sewer bill abatement requests.
- Directs and oversees all required and incidental water tests and ensures that any and all local, state, and federal testing standards are met.
- Monitors the town-wide water system using the Division's Supervisory Control and Data Acquisition



TOWN OF HOLDEN

NOTICE OF VACANCY

(SCADA) system and other means, to identify problems, and oversee supply/demand.

- May troubleshoot the SCADA system as required. Works closely with the Town's Information Technology (IT) staff and consultants to maintain the system as required.
- Oversees and prepares all reporting requirements associated with the Clean Drinking Water Act, as well as other State and federal water and sewer laws and regulations.
- Serves as the Town's main point of contact with the Massachusetts Department of Environmental Protection and Department of Conservation and Recreation.
- Advises the Director of Public Works on the status of water supply and conservation programs, including the implementation of outdoor water use restrictions.
- Attends meetings of local town boards and committees, as well as meetings of state, federal, or regional agencies as needed.
- Works with the Engineering Division and Department of Planning and Development to perform reviews of proposed subdivisions, site plans, and other types of development projects.
- Reviews and makes recommendations to the Director of Public Works on proposed water and/or sewer main extensions.
- Provides project management oversight for a variety of water and sewer capital projects through the study, design, and construction phases.
- Interacts regularly with engineering firms and construction contractors to ensure projects are built within project schedules and budgets.

OTHER DUTIES AND RESPONSIBILITIES:

- Oversees the issuing of water and/or sewer related permits.
- Performs field inspections of facilities and equipment to ensure that proper levels of maintenance and construction are maintained.
- Observes activities of work crews in the field and the work of consultants and contractors.
- Schedules, and provides overall supervision and training of division personnel.
- Evaluates personnel performance and recommends appropriate personnel actions.
- Develops and establishes safety programs for all division personnel.
- Handles and resolves complaints from consumers in a courteous, helpful and fair manner.
- Maintains open and effective communications with customers, consultants and vendors, other DPW staff as well as other Town staff.
- Responsible for responding to water and sewer system emergencies and making decisions in the field to solve problems.
- Coordinates the Division's response to emergencies including mobilization of personnel and resources, public notifications, and regulatory reporting.
- Develops and writes specifications for outside services or new equipment required for Division operation and maintenance.
- Assists with procurement and review of all invoices
- Reviews biweekly payroll and daily overtime logs.

SKILLS/EXPERIENCE/TRAINING REQUIRED:

- Four (4) to six (6) years of progressively responsible experience in the field of public water and/or sewer systems design, operation, and/or management.
- Supervisory management experience in a public water and/or sewer organization is preferred.
- Bachelor's degree in civil or environmental engineering, or related field, is preferred.
- Massachusetts Professional Engineering registration is preferred, or any other combination of education, experience or expertise.
- Possession, or ability to acquire within one (1) year, a Commonwealth of Massachusetts - Water Supply Distribution Operator-in-Training (OIT) License, Grade 3 and Water Supply Treatment OIT License, Grade 1. Valid Massachusetts Class D driver's license required.



TOWN OF HOLDEN

NOTICE OF VACANCY

- Thorough knowledge of water and sewer operations, construction and maintenance methods, materials and techniques; knowledge of financing and administration of water and sewer service delivery systems.
- Experience in water and sewer system management, field engineering, and construction is essential.
- Strong budgeting skills, knowledge of public sector finance and Massachusetts procurement laws, and billing and customer service skills.
- Desirable qualifications will include proficiency in, and advanced knowledge of, computer applications such as Microsoft Office, SCADA, database operations, billing systems, geographic information systems, and rate modeling. The successful applicant will be capable of learning such computer applications in cases where specific current knowledge may be lacking.
- Strong communication skills such as effective writing and public speaking, and analytical skills are essential elements of this position.

SUPERVISORY RESPONSIBILITY:

The Water-Sewer Superintendent will directly supervise the Water & Sewer Foreman, Water Operators and office personnel, and will work with billing personnel to assure that Division goals and guidelines are being met.

WORKING CONDITIONS:

- Occasional periods spent supervising or inspecting work in non-office environments and occasional periods spent outside subject to weather conditions while inspecting or directing department activities. Work hours may include late nights/early mornings/weekends.
- Occasional travel is required to visit various work-in-progress and to attend meetings, conferences, etc.
- Operates a variety of office equipment including personal computer with MS Office, SCADA, and other programs.

****The above statements are intended to describe the general nature and level of work being performed by people assigned to do this job. The above is not intended to be an exhaustive list of all responsibilities and duties required.***

ADA COMPLIANCE STATEMENT

In accordance with the Americans with Disabilities Act (ADA), the Town will provide reasonable accommodations to qualified individuals with disabilities who can perform the essential functions of the job. The duties listed in this job description represent the essential functions of the position. Employees or applicants who need reasonable accommodation should contact the Human Resources Department.

EQUAL EMPLOYMENT OPPORTUNITY STATEMENT

The Town of Holden is an Equal Opportunity Employer and does not discriminate on the basis of race, color, religion, sex, gender identity, sexual orientation, national origin, ancestry, age (40 or older), disability, genetic information, military service, veteran status, or any other characteristic protected by federal, state, or local law. This policy applies to all terms and conditions of employment including hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation, and training.

APPLICATIONS AVAILABLE: OFFICE OF TOWN MANAGER, 1204 MAIN STREET, HOLDEN, MA 01520

Or online at [Town of Holden Employment Application](#)

SEND RESUMES, COVER LETTERS AND APPLICATION TO:
OFFICE OF TOWN MANAGER, 1204 MAIN STREET, HOLDEN, MA 01520
Or via email at resumes@holdenma.gov