

## Manager, Operations, Massachusetts

Millbury, MA, US, 01527

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Aquarion Water Company is the public water supply company for more than 750,000 people in 72 cities and towns throughout Connecticut, as well as serving customers in Massachusetts and New Hampshire. It is the largest investor-owned water utility in New England and among the seven largest in the U.S. Based in Bridgeport, CT, it has been in the public water supply business since 1857. Across its operations, Aquarion strives to act as a responsible steward of the environment and to assist the communities it serves in promoting sustainable practices. Aquarion Water Company is a wholly-owned subsidiary of Eversource.

### Job Summary

The Manager of Operations (MA) is responsible for the management of all operational, maintenance, and improvement activities in six water systems in Millbury, Oxford, Dover, and Plymouth Massachusetts serving 11,500 customers. This position is responsible for the management of sources of supply (20 wells), treatment (12 facilities), pump stations, distribution systems, and water storage tanks to reliably provide superior quality water to customers in an efficient and cost-effective manner. This position is also responsible for Field Service, Meter Reading, and Cross Connection Control functions in the Massachusetts operation. The Manager will act as the Primary Operator for some of these systems and thus must hold Massachusetts Drinking Water Licenses of at least Class T2 and Class D2. The Manager will collaborate with the Engineering Department on capital projects, with the Customer Service Department customer communications, and with the Corporate Communications Department on stakeholder communications and interactions. The position reports to the Vice President, Operations (MA & NH), Water Quality, and Environmental Management.

### Principal Responsibilities

- Responsible for the operation and maintenance of Aquarion's six water systems in Millbury, Oxford, Dover, and Plymouth MA, providing high quality water and superior internal and external customer service.
- Exercises supervision of six direct reports, including a supervisor for the Dover and Plymouth systems who has two direct reports. Responsible for the growth and development of these employees as well as ensuring a positive work environment that fosters a sense of teamwork and dedication. Assesses employee performance and counsels accordingly to ensure optimum performance and to effect resolution of issues and concerns.
- For the two water systems in Millbury and Oxford:
  - Act as the Primary Operator for treatment. This includes oversight of the operations and maintenance of five treatment facilities consisting of a ground water under the influence water treatment facility, two GAC treatment facilities, a greensand treatment facility, and a chemical treatment facility.
  - Act as the Primary Operator for distribution. This includes oversight of the operations and maintenance, including planning and implementation of maintenance programs for distribution system piping (e.g. e.g. flushing, leak survey, main break repairs, etc...), hydrants, and valves.
- For the four water systems in Dover and Plymouth:
  - Provide direct management of a supervisor that acts as the Primary Operator for treatment. This includes oversight of operations and maintenance of seven chemical treatment facilities.

- Provide direct management of a supervisor that acts as the Primary Operator for distribution. This includes oversight of the operations and maintenance, including planning and implementation of maintenance programs for distribution system piping (e.g. flushing, leak survey, main break repairs, etc...), hydrants, and valves.
- For the six Massachusetts water systems, manage Field Service (including a periodic meter replacement program and customer appointments), Meter Reading, Cross Connection Control, and Dig Save mark-out functions.
- Primary responsibility for ensuring that the six water systems are in compliance with applicable federal and state drinking water regulations; process/practices and systems are established for the monitoring, control, and documentation of treatment system performance; and regulatory reporting to MassDEP is completed and submitted, including monthly, quarterly, and annual reports.
- Responsible for all treatment and supply related issues. Identifies risks to water quality, quantity, and reliability; recommends solutions; and implements selected solutions.
- Works with the Water Quality department to ensure that required water quality monitoring and reporting is completed. Also works with Water Quality department to identify water quality risks, identify solutions, and implement selected solutions.
- Interacts with MassDEP staff regarding planned activities (e.g. sanitary surveys, standard reporting) and emergency incidents. Experience with MassDEP staff is desirable.
- Ensures that the company's technology applications (e.g. SAP, GIS, WIMS, LIMS, SCADA) are being used and leveraged to plan, assign, perform, and document work; monitor operational conditions; and document operational data.
- Experience with the use of supervisory control and data acquisition (SCADA) systems is necessary.
- Prepares operating and maintenance budgets for review by the Vice President, Operations. Responsible for ensuring that the process/practices and systems are established to monitor, control, and document (e.g. invoice coding) spending. Collaborates with the Procurement Department to ensure adherence to procurement policies (including staff training) and ensure pricing for goods and services is competitive. Performs monthly analysis and explanation of expense variances from budget.
- For capital projects, identifies supply, treatment, and distribution risks; and makes recommendations about capital improvements to address these risks. Responsible for the successful implementation of capital projects under his/her control as part of the department's recurring capital budget, including identifying, procuring, and managing vendors and procuring materials/equipment. Collaborates with Aquarion's Engineering and Planning Department for capital projects in the Massachusetts operation.
- Works with the Procurement Department to ensure vendors/contractors have required insurance and contracts.
- Solves issues related to customer service and recommends solutions for review by the Vice President if the matter needs to be escalated. Collaborates with the Customer Service department and Corporate Communications department on both proactive and reactive communications with stakeholders including customers and local officials. Functions as a liaison for the towns served and participates in community events. Works with the Corporate Communications department to coordinate Customer Advisory Board activities.

- Work with other departments (e.g. Customer Service, Corporate Communications, Water Quality) to ensure effective management of emergencies. Understand Aquarion's Emergency Response Plan and tools (e.g. Everbridge). Ensure staff are trained in emergency response procedures. Develop contracts with contractors needed for emergency response. Ensure appropriate inventory of equipment and materials for emergency events.
- Stays abreast of and adheres to all current safety practices in accordance with company policies and industry guidelines and regulations. Ensures that staff have proper safety training and PPE.

### **Preferred Requirements**

- Must hold Massachusetts Drinking Water Operator Licenses (Full) of at least Class T2 and D2, or have equivalent licenses in another state and be able to obtain these licenses in Massachusetts through reciprocity within 6 months of starting in the role.

### **Education/Certifications**

- A bachelor's degree in engineering or science is highly desirable, along with required minimum of five years of experience in operations and/or engineering. Equivalent experience will be considered. Must hold Massachusetts Drinking Water Operator Licenses (Full) of at least Class T2 and D2, or have equivalent licenses in another state and be able to obtain these licenses in Massachusetts through reciprocity within 6 months of starting in the role.

### **Salary**

- Job is classified as an exempt position with an annual salary range of \$108,880 to \$136,000.

Aquarion Water Company is an equal opportunity employer, and we prohibit discrimination based on age, color, disability, marital or parental status, national origin, race, religion, sex, sexual orientation, gender identity, military or veteran status, or any other legally protected status in accordance with applicable federal, state and local laws.

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