

CROSS CONNECTION COORDINATOR

City of Worcester

Title CROSS CONNECTION COORDINATOR

Department/Division

Public Works

Apply Start Date 08/10/2026

Apply End Date

Type Full Time

Hours

40 Per Week

Wage \$34.39 - \$41.91 Per Hour

Description

CROSS CONNECTION COORDINATOR

DEPARTMENT OF PUBLIC WORKS

CITY OF WORCESTER

The City of Worcester is seeking qualified applicants for the position of Cross Connection Coordinator for the Water Operations Division within the Department of Public Works. Under the direction of the Assistant Director of Water Operations, the position is responsible for protecting the public potable water supply by identifying, inspecting, and mitigating potential and actual cross-connections. This role ensures compliance with local, state, and federal regulations regarding backflow prevention and cross-connection control. The Cross Connection Coordinator will work closely with internal departments, private contractors, and customers to enforce program requirements and promote public health. The Cross Connection Coordinator may also receive directions from the Director of Environmental Systems and Water Resources Coordinator.

Bilingual applicants are encouraged to apply.

ESSENTIAL ELEMENTS:

- Manage and update the City's Cross Connection Control Program (CCCP) to satisfy local rules and regulations, Massachusetts statutory requirements and associated rules and

regulations. Special consideration shall be given to certain timelines for all surveys, tests, and re-tests to ensure compliance.

- Supervise CCCP contractors working in the field conducting tests and surveys.
- Coordinate staff assigned to complete work under the CCCP.
- Conduct field inspections and tests of backflow prevention devices at municipal, commercial, industrial and residential properties.
- Perform surveys to identify potential cross-connections and recommend appropriate corrective actions.
- Maintain and update the cross-connection control database, including but not limited to inspection results, customer notifications, and enforcement actions. Maintenance includes close coordination with other departments to obtain up to date properties and business databases.
- Issue compliance notices, enforcement letters, and follow up on violations and delinquencies in accordance with municipal codes.
- Coordinate with building inspectors, fire inspectors, plumbing inspectors, code enforcement, plumbing contractors, and customers regarding backflow prevention requirements.
- Coordinate with the Water Operations Engineering staff on development and re-development of commercial, municipal, industrial, institutional, and residential buildings.
- Review and approve backflow submittals including plans and design data sheets.
- Provide technical guidance to property owners, developers, and design professionals.
- Respond to customer inquiries and complaints related to water quality and backflow issues.
- Prepare detailed inspection, investigation and statistical reports.
- Maintain certification in backflow prevention and cross-connection control.
- Complete all assigned training to maintain licensure and fluency with evolving regulatory requirements.
- Manage the hydrant use program including inventory of and inspection of hydrant backflow preventers and utilizing City software applications to register water use.

- Manage the irrigation meter program and maintain database of residential irrigation backflow preventers.
- Perform other duties as assigned.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES:

- Strong understanding of cross-connection control principles and programs, backflow prevention devices, and plumbing codes.
- Ability to read and interpret blueprints, site plans, and piping schematics.
- Familiarity with regulatory standards from EPA, AWWA, and state health/environmental agencies.
- Excellent written and verbal communication skills.
- Strong organizational and data management skills.
- Mass DEP Certified Backflow Prevention Assembly Tester license obtainable within 6 months of hire.
- Mass DEP Cross-Connection Surveyor license obtainable within 6 months of hire.
- Proficient in Microsoft Office Suite, Apple IOS platforms and experience with cross-connection tracking software.
- Ability to work independently, manage time efficiently, and handle multiple tasks.
- Regular onsite attendance is required.

MINIMUM REQUIREMENTS:

- High school diploma or GED supplemented with certifications and courses related to water systems operations or plumbing required; associate or technical degree preferred.
- Three (3) years of experience in water distribution, plumbing inspection, or backflow prevention, preferably in a municipal setting.
- Mass DEP Certified Backflow Prevention Assembly Tester license or the ability to obtain within six (6) months of hire.
- Mass DEP Cross-Connection Surveyor license or the ability to obtain within six (6) months of hire.
- Valid Driver's License.

PREFERRED QUALIFICATIONS:

- Bachelor's degree in engineering, environmental science, or a related field may be considered.
- Valid Mass DEP Certified Backflow Prevention Assembly Tester license.
- Valid Mass DEP Cross-Connection Surveyor license.
- Three (3) years of experience managing or supervising Cross Connection Program and Backflow prevention, including testing and surveying.

SALARY RANGE: \$34.39 - \$41.91 hourly, full-time, with an excellent benefits package.

To apply, please visit: <http://www.worcesterma.gov/employment> or send resume and cover letter to: City of Worcester, 455 Main Street, Room 109, Worcester, MA 01608. OPEN UNTIL FILLED, applications received prior to or on FRIDAY, AUGUST 28, 2026, will receive preference. Preference is given to Worcester residents. The City of Worcester is an equal opportunity, affirmative action employer. Women, minorities, people with disabilities and protected veterans are encouraged to apply. Direct inquiries to: City Hall, Human Resources, Room 109, 508-799-1030, <mailto:Hiring@worcesterma.gov>.

To apply, visit <https://apptrkr.com/9755546>.

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