

SUPERVISOR OF WATER SYSTEM OPERATIONS  
(Town of New Castle)

DISTINGUISHING FEATURES OF THE CLASS: Under the general supervision of the Commissioner of Public Works, this is an administrative management position responsible for the supervision of water district operations and customer service activities in the Town of New Castle. The primary responsibility is the day to day operational supervision and management of the Town operated water distribution system. The incumbent supervises the repair, maintenance, installation and inspection of all components of the water distribution system. The incumbent also tracks water department productivity and gathers data on system operations and departmental expenditures. In the absence of the Commissioner of Public Works, the incumbent coordinates the Town's contract for water treatment plant operations. Supervision is a responsibility of the class. Does related work as required.

EXAMPLES OF WORK: (Illustrative Only)

Receives calls for customer service, i.e. installation, repair, changing, temporary removal and testing of water meters, locating curb boxes, investigation of water complaints including low water pressure and discolored water and the installation of taps and services;

Meets with contractors and homeowners on site to evaluate problems with existing water mains and service connections;

Works with customers to help them determine how their usage deviates from their "normal" consumption pattern;

Receives and processes tap permits and service applications;

Writes work orders including residential and commercial customer meter repairs/replacements, special meter reads, water sampling, routine maintenance of water mains and sewer lines, fire hydrant maintenance in all fire districts and water line mark-outs per Code 753;

Routes work for investigation and repair;

Directs and controls automated meter reading systems;

Gathers data on system operations and departmental expenditures, and places them on spreadsheets for review by management;

Processes payment requisitions and vouchers;

Develops management reports including hydrant and valve maintenance records and water consumption data;

Supervises preparation of field sketches and makes corrections as necessary;

EXAMPLES OF WORK (Illustrative Only) (Continued):

Works with outside contractors regarding distribution system construction and maintenance;

Inspects installations of new water mains and service connections during construction;

Recommends distribution system improvements and plans capital projects;

Assists Commissioner of Public Works with preparation of budgets for the water department;

Serves as backup to the Commissioner of Public Works in matters relating to water treatment operations and monitoring to comply with changing State and Federal standards;

Uses computer applications such as spreadsheets, word processing, calendar, e-mail and database software in performing work assignments.

REQUIRED KNOWLEDGE, SKILLS, ABILITIES AND ATTRIBUTES: Thorough knowledge of the practices of water system operations; thorough knowledge of the practices, tools, equipment and terminology used in the installation, maintenance, inspection and repair of a water distribution system; good knowledge of regulations and codes relating to water supply safety principles, practices and procedures; good knowledge of public/customer/community relations; good knowledge of business office methods, practices and procedures; good knowledge of basic engineering of water systems and piping; ability to read blueprints and plans; ability to plan, layout and supervise the work of others; ability to deal with the public effectively; ability to communicate effectively both orally and in writing; ability to establish good working relationships and maintain contacts with a variety of people in public and private sectors; ability to organize materials, prepare reports, proposals, budgets, and grants; ability to create and implement a system of Standard Operating Procedures; ability to effectively use computer applications such as spreadsheets, word processing, calendar, e-mail and database software in performing work assignments; ability to read, write, speak, understand, and communicate in English sufficiently to perform the essential duties of the position; dependability; initiative; sound judgment; physical condition commensurate with the duties of the position.

MINIMUM ACCEPTABLE TRAINING AND EXPERIENCE: Either (a) a Bachelor's Degree\* in Civil, Environmental, or Engineering Technology or related field, and three (3) years of experience in water system or facilities maintenance operations, two (2) years of which must have been in a supervisory capacity; or (b) an Associate's Degree\* in Civil, Environmental, or Engineering Technology or related field and five (5) years of experience in water system or facilities maintenance operations, two (2) years of which must have been in a supervisory capacity; or (c) graduation from high school and eight (8) years of experience in water system or facilities maintenance operations, two (2) years of which must have been in a supervisory capacity.

SPECIAL REQUIREMENTS:

1. At time of appointment, possession of a valid license to operate a motor vehicle in the State of New York. The appointing authority is responsible for verifying and ensuring that the candidate meets these conditions at time of appointment and throughout the course of employment.
2. The appointing authority is also responsible for ensuring that the incumbent obtains a current and valid Grade D Community Water Systems Operator Certificate issued by the New York State Department of Health within one (1) year of appointment and maintains valid certification throughout the course of employment.

\*SPECIAL NOTE: Education beyond the secondary level must be from an institution recognized or accredited by the Board of Regents of the New York State Department of Education as a post-secondary, degree-granting institution.