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## Town of Harwich, Massachusetts

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**Position Title:** Superintendent of Water & Wastewater  
**Department:** Water Department  
**Reports to:** Board of Water Commissioners  
**Pay Grade:** M-6  
**Pay Range:** \$74,943 - \$93,592

### Position Purpose

The purpose of this position is to provide for the treatment and delivery of a high quality water product throughout the water distribution system as well as, to protect the environment by operating an efficient and effective sewer collection and treatment system. The work involves understanding the physical make up and performance characteristics, how to control the system to deliver products at the times, locations and volumes required, responding appropriately to customer interest, concerns and complaints, undertaking light to heavy construction work, supervising the utilization of personnel, materials and equipment, overseeing water and sewer projects, maintenance, repair, and replacement and controlling inventories of parts, materials and equipment. The Superintendent is responsible for maintaining and improving efficiency and effectiveness of all areas under his/her direction and control.

### Supervision

Supervision Scope: Exercise considerable initiative and independent judgment in the planning, administration and execution of the department's programs and services, and in the direction of personnel; person is required to work independently and in group situations in formulating decisions regarding policies, procedures, operations and department plans. Participates in collective bargaining for management and is responsible for confidential matters and documents.

Supervision Received: Works under the administrative direction of the Board of Water Commissioners. Works according to established professional department and town policies and procedures, standard or special directives, instructions and intent. This position is subject to review and evaluation according to the Town's personnel plan.

Supervision Given: The Superintendent exercises direct supervisory control over the field supervisors in charge of smaller work units. Prepares personnel performance evaluations to be submitted to the Town Administrator annually. Manages office staff.

### Work Environment

Administrative work environment is moderately noisy. Some work is performed outdoors at which time the person may be exposed to heat and cold temperature and inclement weather; the person is required to traverse uneven terrains and is subject to hazards associated with working around heavy equipment; work environment is moderately noisy and at times very loud. Work may be performed outside of normal business hours and on weekends; responds to emergency situations.

Regularly operates an automobile, a computer, telephone and other standard office machines. Interacts frequently with the other Town departments, local and state government agencies and organizations, vendors; communicates in person, by telephone and in writing. Employee interacts

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constantly with co-workers, the public, groups and/or individuals such as civic leaders, peers from the other organizations, representatives of professional organizations, and news media. The employee serves as a spokesperson or recognized authority of the organization in matters of substance or considerable importance. The employee deals with the public and other individuals on behalf of a department to communicate departmental practices, procedures, regulations or guidelines. Excellent communication and customer service skills are required involving courtesy, tact, and diplomacy in resolving complaints or concerns of the public.

Accuracy is essential. Errors in administrative decisions could result in lower standards of service, substandard repair and installation and inadequate maintenance programs. Errors in supervisory decisions could result in excessive costs for department operations.

### **Essential Job Functions**

The essential functions or duties listed below are intended as illustrations of the various types of works that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

In conjunction with the Board of Water Commissioners, plan the department's daily, weekly, monthly, seasonal, annual and long range work programs, estimates costs, materials, equipment and staff needed. Reviews all department installation, repair and maintenance projects to determine efficient use of equipment, materials and staff.

1. Responsible for the system's conformance with all Environmental Protection Agency and the Commonwealth of Massachusetts drinking water and sewer regulations, both in existence and to be promulgated.
2. Prepares and maintains a variety of records and reports. Ensure that records and reports are accurately and completed in a timely manner, such that they satisfy local, state and federal requirements and can be effectively utilized by town personnel.
3. Supervises and evaluates personnel as well as performs personnel administration/labor relations tasks including recruitment and interviewing of applicants; reviews position descriptions, contract administration, policy/procedure compliance and safety.
4. Participates in the conduct of labor relations, including collective bargaining and grievance and arbitration procedures.
5. Advises Board of Water Commissioners and other town officials in matters relating to department activities.
6. Provides direction and guidance for Department projects and routine maintenance.
7. Reviews site plans and contractor documents for conformance with town construction specifications for water and sewer facilities.  
Provides operations guidance for construction of water and sewer facilities.

Oversees and monitors contractual and non-contractual construction and maintenance work to determine acceptability and conformance to standards and to insure that all aspects of the systems are functioning properly.

Analyzes and projects needs of the town for new and replacement water/wastewater facilities and necessary equipment, for proper installation and maintenance of the same.

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Develops specifications, bidding and contract documents for service and equipment purchases including all supplies and materials needed for effective department operation.

8. Acts as lead person for integration and maintenance of geographic information system (GIS), RF telemetry, database, SCADA, RF meter reading applications. Maintains GIS record of the location of water and sewer facilities throughout the town in conjunction with the town engineer and/or town planner.
9. Budget preparation. Analyzes and audits monthly operating costs and related budget reports, exercises expenditure controls, makes recommendations for department budget and capital needs and works with Comptroller to prepare same.
10. Approves requisition of needed supplies and/or establishes Department purchasing thresholds.
11. Ensures timely reading of utility meters and billing of utility for optimum revenue enhancement.
12. Ensures proper response to complaints beyond staff capability of handling.
13. Responsible for keeping updated on current and developing technical information pertaining to both water and sewer issues.
14. Prepares a variety of statistical information regarding water usage, water and sewer future demand and specifications for equipment. May analyze this information and present reports regarding the same.
15. Interfaces regularly with consulting engineers, state and federal agencies to ensure requirements are being complied with.
16. Attends meetings of various committees, board and commissions and may make presentations or answer questions, sometimes after hours.
17. Performs similar or related work as required, directed or as situations dictates.
18. Actively participates in departmental safety meetings and conformance with safety principals and standards.
19. Other duties may be assigned.

### **Required Education and Experience**

A combination of education and experience which provides the background to meet the requirements and challenges of this position. Bachelors of Science in civil engineering, public or business administration or related field. Five to seven years of experience in the field relating to the construction, repair and maintenance of water and sewer systems including the operation of related maintenance and mechanical equipment, or any equivalent combination of education and experience. Past experience with the design, construction and startup of both a water/wastewater treatment facility and water/wastewater pumping station is desired.

### **Pertinent Knowledge, Skills and Abilities**

- a) Good working knowledge of the methods, materials, equipment and tools utilized in public works applications. Manage and coordinate personnel in specific task-oriented projects. Must

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also be able to organize associated equipment, materials and resources to ensure the efficient conduct of these tasks and projects.

- b) Ability to handle administrative work, including but not limited to: the preparation of reports, prepare and monitor/manage annual operating budgets, a forecasted budget and capital plans within the approved and authorized spending levels while maintaining accurate financial records.
- c) Ability to procure all supplies, materials, services, etc. provided that the aforementioned are in accordance with Chapters 30B and 30, section 39M of the M.G.L. and approved by the Board of Water Commissioners.
- d) Ability to deal tactfully with the public, water and sewer commission, other department heads and town officials in such way as to be able to explain the department's programs, needs and priorities.
- e) Must be in sound physical condition, able to work long hours and be available after hours, sometimes under adverse weather conditions and times of community emergencies.
- f) Knowledge of DEP policies and guidelines, EPA policies and guidelines, Massachusetts General Laws associated with drinking water, OSHA regulations regarding safety, Massachusetts Labor Laws, AWWA standards and practices; knowledge of the materials, methods and techniques relative to the construction and rehabilitation on water, sewer and pump station infrastructures; and knowledge of field safety.

### **Accountability**

Responsible to the Board of Water Commissioners or his/her designee for activities and accomplishments of personnel permanently or temporarily assigned to his/her supervision. Maintains a daily log and production reports of activities and accomplishments of the department under his/her control including any incidents which did or may affect the Town or any personnel.

### **Skills**

Must possess excellent organizational skills, excellent data base and spreadsheet application skills; and excellent written and oral communication skills.

Must be capable of effectively communicating and consulting with residents and other town departments on matters and problems relating to the department and its activities.

Intermediate skills such as the ability to (using a calculator) add, subtract, multiply and divide in all units of measure using whole numbers, common fractions and decimals.

Ability to compute rate, ratio, and percent and to draw and interpret graphs. Ability to convert units of measure and use an engineer's ruler.

### **Reasoning Ability**

Basic skills such as ability to apply common sense understanding to carry out instructions furnished in written, oral or diagram form. Ability to deal with problems involving several concrete variables in

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standard situations. Ability to analyze complex problems involving multiple known and unknown variables and synthesize solutions to these problems.

### **Certificates, Licenses, Registrations**

Must possess and have maintained the following:

- Class D Driver's license;
- Minimum of a Commonwealth of Massachusetts Drinking Water License Grade 3 (three) Distribution;
- Minimum of a Commonwealth of Massachusetts Drinking Water License Grade 2 (two) Treatment

Ability to obtain within two years:

- Minimum of a Commonwealth of Massachusetts Grade 6-C (six combined) Wastewater Treatment License;
- Grade 4 (four) Collection System certification

Desired:

- Commonwealth of Massachusetts Backflow Tester and Surveying licenses.

### **Physical Demands**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Both administrative and physical work inside and physical work outside in all weather conditions.

While performing the duties of this job, the employee is frequently required to stand, walk, sit, use hands to finger, handle or feel; each with hands and arms; climb or balance; stoop, kneel, crouch or crawl; talk and hear. The employee must frequently lift and/or move up to fifty (50) pounds. Specific vision abilities require by this job include close vision, distance vision, depth perception and the ability to adjust focus.

### **Work Environment**

The work environment characteristics describe here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**External and Internal applicants, as well as position incumbents who become disabled as defined under the American With Disabilities Act, must be able to perform the essential job functions (as listed) either unaided or with the assistance of a reasonable accommodation to be determined by management on a case by case basis.**