

ASSISTANT SUPERVISOR OF WATER SYSTEM OPERATIONS  
(Town of New Castle)

DISTINGUISHING FEATURES OF THE CLASS: Under general supervision of the Supervisor of Water System Operations, the incumbent assists in the supervision of water district operations and customer service activities in the Town of New Castle. The incumbent assists in the management of the Town's water distribution system, tracking water department productivity and gathering data on system operations and departmental expenditures. The incumbent is a working supervisor charged with repairing, maintaining, installing, and inspecting components of the water system as necessary. The Assistant Supervisor may act on behalf of the Supervisor of Water System Operations in his/her absence. Supervision is exercised over Water Maintenance Workers and subordinate personnel in the water department. Does related duties as required.

EXAMPLES OF WORK: (Illustrative Only)

Assists in receiving 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;

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

Assists in receiving and processing tap permits and service applications;

Assists in writing 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;

Assists in routing work for investigation and repair;

Assists in controlling automated meter reading systems;

Assists in gathering data on system operations and departmental expenditures, and places information on spreadsheets for review by management;

Prepares cost estimates and assists in requisitioning materials for the water department;

Assists in developing and implementing management reports including hydrant and valve maintenance records and water consumption data;

Prepares field sketches and reviews the work of others making corrections as necessary;

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EXAMPLES OF WORK (Illustrative Only) (Continued):

Assists in coordinating distribution system construction and maintenance with outside contractors;

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

Recommends distribution system improvements and assists in planning capital projects;

Repairs, maintains, installs and inspects water mains, meters, services, valves, tap connections and hydrants as needed;

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

REQUIRED KNOWLEDGE, SKILLS, ABILITIES AND ATTRIBUTES: Good knowledge of the practices of water system operations; good 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; working knowledge of basic engineering of water systems and piping; ability to read blueprints and plans; ability to understand and carry out oral and written instructions; 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 and prepare reports; 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 two (2) years of experience in water system or facilities maintenance operations, one (1) year 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 four (4) years of experience in water system or facilities maintenance operations, one (1) year of which must have been in a supervisory capacity; or (c) graduation from high school and seven (7) years of experience in water system or facilities maintenance operations, one (1) year of which must have been in a supervisory capacity.

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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.

Town of New Castle  
J. C.: Competitive

Job Class Code: 1032

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