



City of Milford

Water & Wastewater Supervisor

Pay Grade: 9

Employment Status: Full-Time

FLSA Status: Exempt

Experience Required: Minimum of five (5) years' diverse and responsible experience in municipal operations including at least two (2) years' supervisory experience. Water Sampler Certification. Water Operator Certification. NIMS (National Incident Management System) ICS- 100, ICS-200, ICS-300, FEMA IS-700 and FEMA IS-800 training. Possession and retention of a valid motor vehicle operator's license and Class B CDL (Minimum) issued by the State of Delaware is required. Valid Medical Examiner's Certificate is required. Must pass pre-employment testing for substance abuse, criminal background, motor vehicle driver's license history, and a pre-employment physical. Subject to random drug and alcohol testing in accordance with City policy.

Minimum Education Requirements: Bachelor's degree in Public Works, Public Administration, Civil Engineering, or related-field preferred or an equivalent combination of education, training, and experience.

Direct Supervisor: Public Services Superintendent

Supervisory Responsibility: Small group

Primary Work Location: In/around/out of the City, with reporting and meetings, at the Public Works Facility.

Job Summary: The Water & Wastewater Supervisor is responsible for supervising the daily operations and maintenance of water and sewer systems. This position is critical in maintaining the quality and reliability of water services, addressing issues promptly, and implementing improvements and upgrades to existing infrastructure.

The Water & Wastewater Supervisor shall be committed to the mission, vision and values of the City and demonstrate such through ethical conduct, community stewardship, individual initiative, and responsive service. The Water & Wastewater Supervisor shall demonstrate leadership, management and technical skills through effective communication and collaboration, proper use of team resources, progressive decision-making, personal accountability, and responsibility.

Supervision Received: Work is performed under the general supervision of the Public Services Superintendent.

Essential Job Functions: An employee in this position may be called upon to do any or all of the following essential duties:

- **Divisional Leadership & Operations:** Directs activities for the Water and Wastewater division. Reviews and determines work priorities, assigns tasks through subordinate supervisors, and monitors performance.
- **Workforce Management & Training:** Assesses workloads, identifies opportunities for improvement, and implements changes. Reviews, initiates, and monitors safety and training requirements for personnel and equipment. Assists in staff selection, training, motivation, and evaluation. Provides or coordinates staff training and corrective action plans.
- **Customer Service & Public Engagement:** Responds to public inquiries and complaints, ensuring timely resolution and customer satisfaction.
- **Budgeting & Resource Allocation:** Prepares and supports annual operating and capital budgets for the Water and Wastewater division.
- **Emergency & Infrastructure Management:** Oversees emergency plans and schedules work crews for weather-related events and other community-impacting emergencies. Inspects water and wastewater facilities and ensures compliance with state and federal regulations. Performs emergency troubleshooting work. Plans and assists in the repair and replacement of plant controls and equipment.



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- **Water & Wastewater System Oversight:** Operates water and wastewater systems to meet regulatory standards. Performs and documents well and sewer readings, conducts quality checks of water samples, and performs preventive maintenance and minor repairs. Assists with the management, repair, and maintenance of the SCADA system. Determines daily water requirements of distribution system and amounts required for treatment to meet needs of consumers, storage tanks, and reservoirs. Interprets meter and gauge data and regulates treatment processes. Establish regular service and preventative maintenance schedules.
- **Reporting & Compliance:** Prepares clear and concise reports and correspondence. Ensures compliance with all relevant regulations, safety protocols, and operational policies.
- **Other Duties:** Performs related work as required.

Essential Functions, Qualifications, & Knowledge, Skills, and Abilities (KSA) for Employment: An employee in this class must have the following knowledge, skills, and abilities upon application:

Knowledge

- Fundamental principles of instrumentation and computer monitoring.
- Chemistry and mathematics used in the operation of a plant.
- Operating principles of valves, pumps, motors, variable speed motors control panels, SCADA system, and other water treatment plant equipment.
- Project management and contract administration principles and practices.
- Principles and practices involved in the design, construction, and operation of domestic and industrial wastewater treatment processes, collections systems, and both surface and subsurface disposal systems; knowledge of physical, chemical, and biological interactions of soils with surface and subsurface water.

Skills

- Time management.
- Multi-tasking.
- Able to understand written and oral communication.

Abilities

- Use the plant operations and maintenance manual for instruction and training of maintenance personnel.
- Repair and replace control components.
- Read and interpret blueprints, electrical, electronic, and schematic diagrams.
- Diagnose malfunctions in wastewater and water treatment plants and determine appropriate corrective action.
- Estimate equipment, material, and labor costs.
- Adherence to all applicable Federal and State safety laws, rules and regulations and City safety policies/procedures.
- Compliance with training directives established by supervisory/managerial personnel.
- Ability to delegate, manage, and supervise effectively.
- Ability to lead and motivate others to achieve goals.
- Establishes and maintains effective and cooperative working relationships.
- Analyzes problems, identifies alternative solutions and implements recommendations.
- Operates heavy equipment.



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Signatures / Date

- I have read the job description for my position. I understand and accept the requirements as stated.
- I have read the job description for my position. I would like to have a second review of the job description with my manager and human resources.

Department Director: _____

Employee: _____

Human Resources Director: _____