

Water Operations Team Leader

Are you looking for a fantastic career at Aqua America? We have an excellent opportunity for a Water Operations Team Leader who will report to the Treasure Lake Division Field Supervisor. This position is part of our Treasure Lake Division and will have secondary reporting locations in the DuBois, Clearfield County area. This position will be responsible for the assigned water and wastewater facilities' operation, maintenance, staffing, safety, budgeting, business, and employee performance. Water facilities include well stations, water treatment plants and equipment, water mains, valves, fire hydrants, service lines, meters, and any other present or future water system and distribution system assets owned and/or operated by Aqua Pennsylvania serving communities in the assigned division. Wastewater facilities include wastewater plants and equipment as well as collection system components, including lift stations, manholes, and equalization basins owned and/or operated by Aqua Pennsylvania in the communities that the Treasure Lake division serves.

ESSENTIAL DUTIES:

- Supervises a team that includes facility operators, seasonal employees, and contractors while focusing on safety, compliance, and operational excellence.
- Interviews, hires, establishes high-performance standards, and manages performance following all applicable HR policies and procedures. Oversee the onboarding and training of new employees.
- Conduct regular meetings with assigned staff for Company updates, continuous improvement ideas, and otherwise share information in line with high-performing culture initiatives.
- Manage the Company's Work Order process for the assigned division. Review the status of Work Orders regularly and take action to ensure close-out per requirements and reclassification if miscoded.
- Implement Aqua safety policies and procedures. Review job sites and Company operating sites and equipment for safety compliance and act on deficiencies.
- Establishes and implements training programs for staff to ensure continued competency in assigned roles.
- Performs performance reviews and performance management of staff. Reviews six-month probationary evaluations for operations personnel.
- Process invoices, purchase requisitions, and other accounting controls to ensure compliance with budgets and work processes.
- Supervises the operations, maintenance, and regulatory compliance of the Treasure Lake water and wastewater systems. Investigates system upsets, determine corrective action, and directs the operational staff in their required responses.
- Monitors and maintains materials inventory of required equipment (parts, tools, chemicals, etc.).
- Coordinate with other operational groups to share resources to meet work demands.
- Responsible for the maintenance of the systems' assets for both employee and contracted work, including replacement, relocations, and repairs of system appurtenances. Ensures that all activities are completed in accordance with company and regulatory agency standards.
- Responsible for the operations budget and assists the engineering department in managing the capital budget for water and wastewater priorities. Prepares and monitors expense budgets to ensure adherence to established expense limits and provides explanations of variances as needed. Works closely with the engineering and senior management teams on the funding and completion of capital projects.
- Maintains databases that track and support operations, including reporting on compliance-related activities such as compliance sampling, compliance data submission, hydrant flushing, valve exercising, water loss, production, Pennsylvania One Call system, etc.
- Partners with the area engineering department to ensure construction projects within the area of responsibility meet company specifications and are appropriately documented and completed in accordance with established timelines.
- Builds and maintains close working partnerships with area public utilities, area municipalities, Pennsylvania DEP, and local fire departments. Represents the company in meetings with the township, county, and applicable

regulatory agencies to coordinate construction and maintenance projects and other company-related business.

- Maintains awareness of all regulations affecting the utilities and their operations. Identifies regulatory changes and the associated impact on operations and makes recommendations as needed.
- Must proficiently use Company software necessary after being trained.
- Other duties as assigned.

QUALIFICATIONS:

- An associate or bachelor's degree in business, engineering, construction management, or a related field is preferred.
- Experience in water/wastewater utility operations and/or supervisory experience is required.
- Must obtain required Pennsylvania DEP Water and Wastewater Operator certifications within three years from date of hire. Class C and E Water and Class C and subclass 4 Wastewater are a plus.
- Valid U.S. driver's license.

KNOWLEDGE, SKILLS, AND ABILITIES:

- Working knowledge of water & wastewater infrastructure.
- Working knowledge of excavation and work zone safety.
- Proficient in Microsoft Office (Outlook, Word, Excel, PowerPoint).
- Excellent written and verbal communication skills; communicate effectively (clearly, concisely, and professionally).
- Strong customer service skills.
- Ability to work well under pressure.
- Ability to analyze situations quickly and objectively to determine the proper course of action.
- Ability to independently work on multiple projects simultaneously and adapt to changing priorities in a fast-paced environment.
- A team player able to work effectively in a team-fostered multi-tasking environment.

WORKING CONDITIONS/PHYSICAL DEMANDS:

- May be subject to extreme temperatures, noise, wet and/or humid conditions, mechanical, electrical, gas exposure hazards, fumes, dust, mists, gases, and/or poor ventilation atmospheric conditions.
- Ability to lift and carry up to 50 pounds.
- See, hear, talk, and perform tasks requiring manual dexterity.
- Regular visits to the Western PA divisions is required.
- This position supervises on-call personnel.

BUDGETARY RESPONSIBILITIES:

- Annual budget responsibility up to \$5M that includes Expense and Capital related work.

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