

Town of Wilmington, Vermont

Job Description

Position Title:

Public Utility Operator (Water & Wastewater)

Position Status:

Regular Full-Time, Hourly

Exempt/Non-Exempt:

Non-Exempt

Expected Hours:

40 hours per week, plus participation in on-call rotation

Reports To:

Public Utility Superintendent

Primary Function

The Public Utility Operator is responsible for the operation, maintenance, monitoring, and repair of the Town of Wilmington's municipal water distribution system, water treatment facilities, wastewater treatment plant, wastewater collection system, and related infrastructure.

As a key member of the Town's unified Public Utilities Department, the Public Utility Operator performs the day-to-day operation and maintenance of integrated drinking water and wastewater systems. Working under the direction of the Public Utility Superintendent, the employee helps ensure the delivery of safe drinking water, protection of public health, environmental compliance, and reliable utility services.

The position performs a wide range of operational, maintenance, monitoring, laboratory, customer service, and emergency response duties while ensuring compliance with applicable federal, state, and local regulations. The successful candidate must exercise sound judgment, work independently and as part of a team, maintain required certifications, and respond effectively to routine and emergency situations.

Regular Responsibilities

Water System Operations

- Operate, inspect, monitor, and maintain water treatment facilities, wells, storage tanks, pumping stations, distribution systems, hydrants, valves, meters, and related infrastructure.
- Monitor treatment processes, chemical feed systems, instrumentation, and operating conditions; make operational adjustments as required.
- Collect water samples and perform or coordinate required laboratory testing in accordance with regulatory requirements.
- Perform water main repairs, leak detection, system flushing, hydrant inspections, valve exercising, meter installations and replacements, hydrant maintenance, and service connections.
- Monitor and respond to SCADA alarms, system telemetry, and operational data to ensure reliable system performance.
- Respond to customer concerns regarding water quality, pressure, service interruptions, and other operational issues.

Wastewater System Operations

- Operate, inspect, monitor, and maintain the wastewater treatment plant, collection system, pump stations, and associated equipment.
- Monitor treatment processes and equipment performance; adjust operations to maintain permit compliance and efficient treatment.
- Collect wastewater samples and perform or coordinate required laboratory testing and process monitoring.
- Assist with maintenance and repair of sewer mains, manholes, pumps, valves, and related infrastructure.
- Respond to sewer backups, alarms, equipment failures, and other wastewater emergencies.

Maintenance and Infrastructure

- Inspect, maintain, troubleshoot, and repair pumps, motors, generators, compressors, aeration equipment, valves, hydrants, meters, piping, electrical controls, and mechanical systems.
- Operate trucks, tractors, loaders, pumps, generators, chainsaws, power tools, and other equipment in a safe and efficient manner.
- Maintain treatment facilities, utility buildings, grounds, vehicles, and equipment, including mowing, snow removal, sanding, cleaning, and general housekeeping.
- Assist with construction, installation, and replacement of utility infrastructure as assigned.
- Calibrate, inspect, and maintain monitoring equipment, instrumentation, chemical feed systems, and process controls.
- Perform preventive maintenance on treatment equipment, pumps, generators, vehicles, and utility infrastructure in accordance with maintenance schedules.
- Perform or assist with utility mark-outs in accordance with Dig Safe requirements.

Regulatory Compliance and Recordkeeping

- Maintain accurate operational records, maintenance logs, inspection reports, laboratory records, and regulatory documentation.
- Assist with preparation of monthly operating reports, permit reporting, and compliance documentation.

- Follow all applicable requirements of the Vermont Department of Environmental Conservation, OSHA/VOSHA, drinking water regulations, wastewater discharge permits, source protection plans, and Town policies.
- Maintain required operator certifications for both wastewater and water systems and participate in continuing education and professional development.
- Maintaining all certifications required for the position is a condition of continued employment.

Customer Service and Public Relations

- Respond professionally to customer inquiries and complaints regarding utility services.
- Work cooperatively with Town departments, engineers, laboratories, contractors, regulatory agencies, and the public.
- Assist with utility service requests, inspections, and public education efforts as assigned.

Safety and Emergency Response

- Follow established safety procedures and participate in the Town's safety programs.
- Utilize appropriate personal protective equipment and safe work practices.
- Participate in the department's on-call rotation and respond to emergencies including water main breaks, sewer backups, treatment system failures, alarms, power outages, flooding, and severe weather events.
- Assist with emergency preparedness, disaster response, and continuity of utility operations.
- Comply with all applicable OSHA, VOSHA, and Town safety policies and procedures.
- Keep the Public Utility Superintendent informed of operational conditions, equipment issues, and regulatory concerns.

Occasional Responsibilities

- Assist with capital improvement projects, facility upgrades, and equipment installations.
- Assist with inventory management and ordering of supplies, chemicals, tools, and equipment.
- Participate in departmental training, safety meetings, and public education activities.
- Assist other Town departments during emergencies or special projects when requested.
- Perform all other duties as assigned by the Public Utility Superintendent.

Supervisory Responsibility

None.

May assist in training employees and coordinate work activities with contractors or temporary personnel as assigned.

Job Requirements and Qualifications

- Demonstrate knowledge of water and wastewater treatment operations, distribution and collection systems, mechanical equipment, safety practices, and applicable regulations.
- Possess strong troubleshooting, organizational, communication, and customer service skills.
- Be able to read and interpret maps, blueprints, equipment manuals, and technical drawings.

- Demonstrate basic computer proficiency, including Microsoft 365, data entry, and utility operating software.
- Work independently while contributing effectively as part of a team.
- Maintain required certifications and complete ongoing professional training.
- Exercise sound judgment and maintain a strong commitment to public health, environmental stewardship, and customer service.

Preferred Qualifications

- High school diploma or equivalent.
- Possess and maintain a valid driver's license acceptable for operation of Town vehicles.
- Vermont Water Operator and Wastewater Operator Certification appropriate to the position, or the ability to obtain and maintain Water and Wastewater Operator Certifications within state-established timeframes.
- Experience in municipal utilities, water treatment, wastewater treatment, construction, mechanical maintenance, or a related field.
- Ability to participate in an on-call rotation and respond to emergencies within established departmental response times.

Physical and Work Conditions

- Ability to work indoors and outdoors in all weather conditions.
- Frequent exposure to chemicals, raw sewage, machinery, traffic, electrical hazards, confined spaces, and construction environments.
- Ability to lift up to 50 pounds on a regular basis and up to 80 pounds occasionally.
- Ability to climb ladders, enter confined spaces, walk on uneven terrain, and perform physically demanding work.
- Ability to work weekends, holidays, overtime, and emergency callouts as operational needs require.
- Ability to perform the essential functions of the position with or without reasonable accommodation.
- This position has been designated as a safety-sensitive position.

Job Description Disclaimer

- This job description is intended to describe the general nature and level of work performed by employees assigned to this position. It is not intended to be an exhaustive list of all duties, responsibilities, or qualifications. The Town reserves the right to revise or assign additional duties as operational needs require.

Employment Disclaimer

- This job description is not intended to create, nor should it be construed as, a contract of employment or a guarantee of continued employment. Employment with the Town of Wilmington is governed by applicable Town personnel policies, employment agreements (if applicable), and federal and state law. The Town reserves the right to modify, interpret, or discontinue this job description as operational needs require.

Equal Employment Opportunity

- The Town of Wilmington is an Equal Opportunity Employer and is committed to providing equal employment opportunities to all employees and applicants for employment without regard to race, color, religion, creed, sex, pregnancy, national origin, ancestry, age, disability, genetic information, veteran status, sexual orientation, gender identity, marital status, or any other status protected by applicable federal, state, or local law.
- The Town is committed to providing reasonable accommodations to qualified individuals with disabilities in accordance with applicable law.

Acknowledgment

I acknowledge that I have reviewed this job description and understand the duties, responsibilities, and expectations of the Public Utility Operator (Water & Wastewater) position.

Employee Name: _____

Employee Signature: _____

Date: _____

Public Utility Superintendent: _____

Date: _____

Town Manager Approval: _____

Date: _____