

Utility Superintendent Job Description

Essential duties and responsibilities

The Public Works Utility Superintendent assists the Public Works Superintendent in managing the Village's water, wastewater, and stormwater utilities and assigned Public Works functions. The position combines utility operations and staff supervision with regulatory administration, utility financial analysis, capital planning, project management, development review, GIS and asset management, and coordination with consultants and other agencies. The Utility Manager exercises independent judgment within delegated authority and coordinates technical engineering matters with the Village's engineers.

Skills and abilities

- Working knowledge of PSC utility regulation and rate-setting processes, WDNR compliance requirements, regulatory reporting, and utility financial and billing practices.
- Ability to administer GIS and asset-management systems, maintain accurate infrastructure data, and use SCADA, AMI, metering, utility billing, and related software to support operations and reporting.
- Knowledge of capital planning, procurement, construction and project management, engineering plan review, and basic water and wastewater hydraulic principles.
- Ability to analyze operational and financial information, evaluate infrastructure capacity and condition with engineering support, prepare clear technical reports, and explain recommendations to officials, staff, customers, and consultants.

Regulatory compliance and utility finances

- Administers the Village's water and wastewater utility regulatory programs, including preparation, coordination, review, and submission of reports, applications, correspondence, and supporting documentation required by the Wisconsin Public Service Commission (PSC), Wisconsin Department of Natural Resources (WDNR), and other regulatory agencies.
- Coordinates and prepares information for PSC water utility rate cases, simplified rate cases, purchased water adjustments, annual reports, fire protection charges, customer and meter classifications, utility plant records, operating revenues and expenses, and other utility financial and regulatory filings.
- Reviews utility financial performance, revenues, expenditures, operating costs, capital expenditures, depreciation, debt obligations, and cash flow and provides recommendations regarding rates, fees, budgets, borrowing, and long-term financial planning.
- Coordinates with Finance, Administration, consultants, and utility billing staff to maintain accurate water and sewer billing records, customer classifications, meter information, usage records, utility rates, and other information necessary for billing, financial reporting, audits, and regulatory reporting.
- Administers and oversees utility billing and metering programs within assigned authority, including water meter replacement, advanced metering infrastructure (AMI) and remote-reading equipment, meter inventory, meter sizing, account setup coordination, consumption review, abnormal usage investigation, and billing data verification.

GIS and asset management

- Develops, maintains, and administers geographic information systems (GIS) and asset-management systems for water, sanitary sewer, stormwater, roadway, facility, and other Public Works infrastructure, including asset inventories, attributes, inspection records, work history, mapping, and field data.
- Coordinates the collection, review, correction, and incorporation of record drawings, survey information, GPS data, construction records, and field observations into the Village's GIS and asset-management systems.

Development review and utility planning

- Reviews proposed developments, subdivisions, site plans, utility extensions, and redevelopment projects for impacts to Village water, sanitary sewer, and stormwater infrastructure and provides technical comments and recommendations to Village Administration, Engineering, Planning, developers, and consultants.
- Evaluates existing and future water supply, water pressure, fire flow, sanitary sewer conveyance, lift station, force main, and collection system capacity in coordination with Village engineers to determine the ability of Village infrastructure to accommodate proposed development.
- Coordinates with Village engineers and consultants regarding hydraulic modeling, utility capacity studies, sanitary sewer flow projections, infrastructure improvements, utility service areas, capital improvements, and long-range utility planning.
- Assists in development and administration of utility connection requirements, sewer and water service requirements, high-volume customer requirements, utility fees and charges, developer responsibilities, and other policies necessary to protect the financial and operational interests of the Village utilities.

Capital projects and procurement

- Plans, develops, coordinates, and manages water, sanitary sewer, stormwater, roadway, facility, and other Public Works capital improvement and maintenance projects from preliminary planning through design coordination, bidding, construction, inspection, startup, and project closeout.
- Reviews engineering plans, specifications, estimates, bid documents, shop drawings, contractor submittals, change orders, pay applications, record drawings, and other construction documentation associated with utility and Public Works projects and coordinates technical issues with the Village's engineers.
- Coordinates contractors, engineers, vendors, utilities, regulatory agencies, property owners, and Village staff during construction, maintenance, emergency repairs, and capital improvement projects.
- Develops project scopes, obtains and evaluates quotations and proposals, prepares recommendations for procurement and Village Board consideration, monitors project budgets, and verifies satisfactory completion of contracted work.
- Develops and maintains long-range capital improvement plans for water, sanitary sewer, stormwater, facilities, fleet, and related infrastructure based upon condition, capacity, regulatory requirements, development needs, system reliability, and available funding.

System operations and emergency response

- Oversees operation, inspection, maintenance, troubleshooting, and improvement of sanitary sewer lift stations, pumps, force mains, controls, generators, electrical equipment, telemetry, alarms, and related wastewater collection infrastructure, coordinating specialized work with qualified personnel.
- Reviews pump operating conditions, run times, flow information, system pressures, supervisory control and data acquisition (SCADA) trends, alarms, and other operational data to identify system deficiencies, equipment failures, capacity limitations, infiltration and inflow, and preventive maintenance needs.
- Oversees water distribution system operation, including system pressures, booster facilities, pressure-reducing facilities, master meters, valves, hydrants, water mains, storage facilities, generators, sampling locations, and associated controls and instrumentation.
- Coordinates emergency response to water main breaks, sewer backups, lift station failures, power outages, equipment failures, water quality incidents, high-flow events, flooding, and other Public Works or utility emergencies.
- Investigates utility system operational problems and develops corrective actions in coordination with Village personnel, engineers, contractors, laboratories, regulatory agencies, and other appropriate parties.

- Administers water quality and regulatory sampling programs and coordinates corrective actions, public notification, flushing, resampling, reporting, and documentation when abnormal conditions or regulatory exceedances occur.
- Oversees utility locating activities and coordinates identification and protection of Village water, sanitary sewer, stormwater, electrical, communication, and other underground infrastructure during construction and excavation activities.
- Assists in administering the Village's cross-connection control, water conservation, hydrant maintenance, valve exercising, sewer cleaning, televising, manhole rehabilitation, infiltration and inflow reduction, and other preventive maintenance programs.

Procedures records and field investigations

- Develops standard operating procedures, maintenance schedules, inspection programs, emergency procedures, recordkeeping practices, and work processes necessary for consistent and reliable operation of Village utility systems.
- Maintains utility system records, including operational data, maintenance records, regulatory documentation, construction records, easements, agreements, permits, inspection information, equipment records, warranties, manuals, and infrastructure history.
- Performs field inspections and investigations as necessary to verify utility conditions, construction activities, infrastructure locations, maintenance needs, customer concerns, and compliance with Village requirements.

Communication coordination and staff support

- Prepares technical memoranda, staff reports, correspondence, project recommendations, cost evaluations, utility analyses, and supporting materials for the Public Works Superintendent, Administrator, Village Board, committees, regulatory agencies, customers, consultants, and other stakeholders.
- Attends meetings with Village Administration, Village Board, engineers, developers, contractors, regulators, neighboring utilities, and other governmental agencies and represents the Public Works Department on matters involving water, wastewater, stormwater, infrastructure, and utility operations.
- Coordinates with neighboring municipalities, wholesale water suppliers, sanitary sewer agencies, utilities, counties, and other governmental entities regarding utility service, system interconnections, infrastructure projects, regulatory matters, emergency response, and regional planning.
- Researches and evaluates new equipment, technologies, software, operational methods, and infrastructure improvements and makes recommendations intended to improve system reliability, efficiency, regulatory compliance, asset management, and customer service.
- Assists with management of Public Works fleet and facilities, including identification of equipment needs, equipment replacement planning, procurement, maintenance coordination, facility improvements, and capital planning.
- Provides technical guidance and training to Public Works employees regarding utility operations, GIS, asset management, metering, locating, SCADA, equipment operation, regulatory requirements, safety, and established departmental procedures.
- Serves as a primary point of contact for complex water, wastewater, stormwater, utility billing, infrastructure, development, and customer-service matters and exercises independent judgment in resolving issues within assigned authority.
- Maintains sufficient knowledge of ongoing projects, system conditions, regulatory obligations, operating procedures, and emergency response requirements to provide continuity of utility operations during the absence of the Public Works Superintendent or other key personnel.

position summary: