



Haverhill

Human Resources Department, Room 306

Phone: (978) 374-2357 Fax: (978) 374-2343

Denise McClanahan, HR Director – dmcclanahan@haverhillma.gov

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Bridget Panniello, Head Clerk/Floater- bpanniello@haverhillma.gov

August 29, 2025

Job # 2025-48

PLEASE POST
ANTICIPATED OPENING

POSITION:

Collection System Operator (Wastewater/Stormwater)
Wastewater Department

HOURS OF WORK:

Monday-Friday 7:00AM - 3:00PM
(40 hours per week)

SALARY:

\$26.14-\$32.05 per hour
(AFSCME Group salary scale)

GENERAL STATEMENT OF DUTIES AND RESPONSIBILITIES:

Responsible for the operation, maintenance and repair of the City of Haverhill's wastewater and storm water collection systems and related facilities utilizing current available technology, tools, and equipment.

SUPERVISION RECEIVED:

Works under the direct supervision of the Senior Collection System Operator and indirect supervision of the Collection System Supervisor.

SUPERVISION EXERCISED:

On a rotating basis, acts for Senior Collection System Operator in his absence. Supervises outside vendors and contractors, and staff of a lower grade, as assigned.

EXAMPLES OF DUTIES AND RESPONSIBILITIES:

- Performs a variety of skilled and unskilled tasks to provide quality operation and maintenance of all wastewater and storm water collection system assets consisting of the optimum use of labor, equipment, and materials. Keep systems in good repair using best management practices to efficiently collect and transport wastewater and storm water to its intended discharge location.
- Clean, flush and remove debris and blockages in sewer and storm water systems using a variety of methods and current available equipment. Ensure proper containment and decontamination during and after sewer backups and spills to prevent public health hazards and protect the environment.
- Operates equipment including, but not limited to, industrial sewer cleaning truck, catch basin cleaning truck, and sewer/drain inspection equipment. Utilizes a variety of hand and power tools to operate, maintain and repair the sewer and storm water collection systems. Uses chemicals for disinfection, odor control, rodent control, and control of fats, oils and grease (FOG).
- Confers with other City Departments on sewer problems. Runs dye test of services, sewer and drain lines to determine connectivity of the collection system.
- Utilize hand-held digital data collection tools, computers, or paper forms to document operational status and maintenance requirements, initiate and complete work orders, maintain shift logs and record sewer calls, and update wastewater and storm water collection system assets in the City's Geographic Information System (GIS).



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- Performs corrective and preventive maintenance on various types of pump stations. Makes regular inspections of pump stations to ensure proper operation, diagnose problems and identify maintenance or repair needs. Operate lift stations with programmable logic controllers (PLC) with local and remote control and alarming systems. Document operational status and initiate work orders as needed. Respond to pump station alarms to diagnose and correct problem.
- Interface with the public and perform skilled and unskilled tasks to resolve customer service requests, inquiries and complaints in a courteous, effective and timely manner.
- Maintains wastewater and storm water facilities in a clean and orderly manner.
- Performs work in accordance with all federal, state and local laws, rules and regulations, and within mandated and appropriate health and safety rules and regulations. Provides input to update standard operating procedures and health and safety programs.
- The position is required to be on-call on a rotating, weekly basis with other collection system employees. When on call, responds to emergencies within one (1) hour of notification, outside normal working hours, including weekends, holidays and during inclement weather to correct conditions that affect the safe and efficient operation of the wastewater and storm water systems. When not on call, this position has a potential for scheduled overtime, emergency response and possible call out 24/7 in all kinds of weather conditions.

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

QUALIFICATIONS:

At least four (4) years full-time paid experience in positions of increasing responsibility in the operation and maintenance of wastewater and storm water collection systems or related field. Educational training in recognized technical program may be substituted for a maximum of two (2) years of the required experience on the basis of one (1) year for one (1) year.

REQUIRED LICENSES:

- Class B Massachusetts Commercial Drivers' License
- Minimum Grade II New England Water Environment Association (NEWEA) Wastewater Collection System Operator License.
- Massachusetts hoisting operator's license to operate a catch basin cleaner.
- Candidates may be allowed up to 6 months to obtain one or more of the required licenses.

SKILLS, KNOWLEDGE AND ABILITIES:

- Knowledge of best management practices, technology, equipment, facilities, methods, health and safety practices and regulations, procedures, and regulations applicable to the operation and maintenance of wastewater and storm water collection systems.
- Skills in the operation of hand-held digital data collection tools, computers, equipment and tools used in the operation and maintenance of wastewater and storm water collection systems.
- Ability to establish and maintain effective working relationships with co-workers, associates, subordinates, outside vendors, contractors, other city departments, and the public.



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- Ability to read and interpret maps (paper, electronic and GIS), construction plans, prints, specifications and operations and maintenance manuals.
- Skills in written and oral communication at a level necessary for efficient job performance.
- Skills and ability in troubleshooting, problem solving, and maintenance and repair of equipment, tools and facilities typical of storm water and wastewater collection systems, and pumping stations.
- Working knowledge of the operation and maintenance of wastewater pumping stations including pumps, control panels and systems, generators and computer control and monitoring systems.
- Ability to work independently with minimal supervision, organizes and manages efficient use of time, multitask on a variety of projects, and possesses strong attention to detail.

PHYSICAL REQUIREMENTS:

- Employees in this position normally work in an outdoor environment subject to changing and seasonal weather extremes and 24/7 call in.
- Requires walking, bending, kneeling, reaching, squatting, climbing, lifting and carrying. Must be able to lift and carry up to seventy-five (75) pounds.
- Requires frequent movement in and out of a vehicles and equipment, in and out of manholes and pumping stations, commercial and industrial facilities, construction sites, confined spaces, and wastewater and storm water facilities. Frequent travel is required by motor vehicle to work sites.
- Ability to use and wear personal protective equipment and clothing such as hearing protection, eye protection, foot and hand protection, and respiratory protection.
- Tasks frequently involve potential hazardous exposure to wastewater, hazardous materials, atmospheres, and moving parts and equipment typical of wastewater treatment plants, pumping stations, and collection systems.

Attendance is mandatory.

Applicants will be required to undergo a background check including CORI/SORI screening prior to appointment.

CLOSING DATE: OPEN UNTIL FILLED

APPLICATION IS AVAILABLE ONLINE AT:

www.haverhillma.gov/government/job-opportunities

Application can be saved and sent as attachment when applying online. Cover letter, application and resume should be sent to: CITY OF HAVERHILL HR DEPARTMENT AT HRD@HAVERHILLMA.GOV

PLEASE REFERENCE JOB # 2025-48

"The City of Haverhill is an AA/EEO/ADA Employer."