

Position Title:	Water & Wastewater Treatment Operator
Department:	Water & Wastewater
Reports To:	Director of Water & Wastewater and Water & Wastewater Treatment Supervisor
FLSA Status:	Non-Exempt (hourly)
Date Prepared:	August 6, 2026

Position Summary

Safe, economical operation and maintenance of potable water treatment, water distribution, wastewater treatment, and wastewater collection facilities. Responsible for maintaining operational records, ensuring adherence to up-to-date federal and state water quality standards, and ensuring compliance with NPDES permits, pretreatment, biomonitoring, and sludge management regulations. Participates in Sanitary Surveys, wastewater treatment plant compliance evaluations, and pretreatment audits or inspections. Performs physical facility and equipment maintenance across all treatment operations. Maintains operational and maintenance records, routinely monitoring plant log records, gauges, meters, and SCADA systems to verify equipment functionality. Delivers semi-skilled and skilled maintenance, repair, and troubleshooting for electrical motors, pumps, and facility systems.

Essential Duties and Responsibilities

- **Plant Operations:** Manages day-to-day operations of potable municipal water treatment facilities, the wastewater treatment plant water and wastewater laboratory. Evaluates plant conditions and independently makes operational decisions and process changes to optimize treatment performance while ensuring continuous regulatory compliance. Properly documents plant conditions, operational conditions and reports them to the Operator in Direct Charge.
- **Distribution and Collection System:** Performs work as directed by the Operators in Direct Charge for operations and maintenance of water booster stations, lift stations, water storage tanks, water distribution system and wastewater collection system.
- **Emergency Response:** Responds to on-call plant emergencies. Must remain reachable by phone and respond to emergency sites within thirty (30) minutes. Monitors SCADA alarms and responds to alarms during on-call and as directed by the Operator in Direct Charge, Water & Wastewater Treatment Supervisor and Director of Water and Wastewater.
- **Chemical Treatment & Backwashing:** Calculates chemical dosages, repairs and maintains chemical feed equipment, and performs filter backwash procedures.
- **Maintenance & Troubleshooting:** Conducts troubleshooting, maintenance, and repair on electrical motors, pumps, process systems, and physical plant structures. Reads and interprets maintenance manuals, diagrams, and blueprints.
- **Routine Equipment Upkeep:** Performs lubrication (oil and grease), belt/chain drive adjustments, and inspections for equipment wear or vibration. Monitors temperatures and gas pressures at the digester.
- **System Operations:** Operates and cleans final/primary clarifiers and chlorine contact basins; ensures adequate pumping capacity. Operates and maintains the biosolids centrifuge, routinely cleaning pumps, augers, and operating loaders.
- **Instrumentation & Electrical Testing:** Operates electrical voltage meters, amp meters, and RPM meters. Performs instrument calibrations and verifications to maintain equipment in optimum working condition.
- **Facility Upkeep:** Performs structural maintenance including painting, mowing, and trimming around water and wastewater facilities.

- **System Emergency Resolution:** Resolves operational failures involving high water levels, power outages, lift station failures, and pump/motor breakdowns.
- **Recordkeeping & Procurement:** Maintains accurate records of routine checks, maintenance activities, repairs, and equipment efficiency. Identifies spare part needs, researches new equipment specifications, conducts price/quality comparisons, and recommends purchases. Assists in documentation, data gathering and process improvement for regulatory compliance and customer support as directed.
- **Laboratory & Compliance Sampling:** Collects water and wastewater samples per current standard methods. Performs laboratory tests including BOD, pH, D.O., and other required analyses; provides backup support for the laboratory as needed.
- **Regulatory & Program Support:** Supports Erwin Utilities' pretreatment and grease interceptor/trap programs. Stays knowledgeable on industry best practices, business trends, process techniques, and measurement tools.
- **Department Support:** Interacts professionally with customer service, provides assistance to other utility departments, and answers phone calls as needed. Supports Company programs for process improvement and professional development. Performs other duties as assigned.

Qualifications

- **Education & Experience:** High school diploma or equivalent required.
- **Certificates, Licenses, & Registrations:**
 - Valid Tennessee driver's license.
 - Ability to obtain State of Tennessee Grade III Water Treatment Plant Operator certification and Grade III Wastewater Treatment Plant Operator certification within two and one-half (2.5) years of service.
- **Language Skills:** Ability to read and comprehend safety rules, federal/state regulations, standard operating procedures, and technical documentation. Strong verbal communication skills for group meetings, public presentations, and daily interactions. Ability to prepare clear technical written reports.
- **Mathematical Skills:** Proficient in basic arithmetic, fractions, decimals, rates, ratios, percentages, and basic charts/graphs. Ability to perform dimensional analysis (e.g., converting gpm to cfs).
- **Reasoning Ability:** Ability to carry out detailed written, oral, or diagram instructions and apply common-sense understanding to solve practical problems.
- **Computer Skills:** Proficiency in Microsoft Office software (Word, Excel, Outlook, PowerPoint).

Physical & Environmental Demands

- **Environment:** Work involves exposure to noise, rotating machinery, dirt, grease, chemicals, oils, dust, fumes, and temperature extremes. Hearing protection is frequently required.
- **Physical Demands:** Requires regular standing, walking, sitting, bending, stooping, twisting, crouching, kneeling, crawling, driving, and climbing. Must be capable of maneuvering on catwalks, ladders, and inside manholes.
- **Lifting Requirements:** Frequently lifts and/or moves up to 75 pounds and occasionally lifts and/or moves over 100 pounds.
- **Availability:** Must maintain 24-hour on-call availability for plant emergencies.

Core SERVICE Competencies

Excellence is the daily discipline of doing the right things the right way, even when no one is watching. It is what you practice on the ordinary days that keep you ready for the extraordinary days. Therefore, Erwin Utilities Authority expects its employees to practice and uphold the following SERVICE values.

- **Safety:** Dedicated to maintaining a safe work environment where everyone takes responsibility for their own safety and that of others. Proactively identifies hazards, adheres to safety protocols, operates equipment according to guidelines, and works collaboratively to prevent accidents and protect team well-being.

- **Efficiency:** Optimizes resources to eliminate waste, manage costs, and reach operational goals in a timely manner. Prioritizes workloads effectively to meet critical regulatory deadlines and streamlines daily workflows.
- **Reliability:** Consistently delivers dependable service and honors commitments made to teammates, management, and customers. Demonstrates punctual attendance, takes full ownership of responsibilities, and provides proactive communication if adjustments are required.
- **Vision:** Embraces innovative ideas, adapts to changing work environments, and contributes to a clear strategic direction that inspires and aligns the team with future goals.
- **Integrity:** Acts with unwavering honesty and transparency, building trust and respect with customers, colleagues, and community stakeholders. Operates with moral discipline and upholds company values in all situations.
- **Collaboration:** Partners effectively across internal departments and with external stakeholders. Builds positive team spirit, listens actively, communicates tactfully, and provides service-oriented support on daily tasks and specialized projects.
- **Excellence:** Maintains a commitment to continuous improvement and reaching the highest standards across all job functions. Executes QA/QC protocols with accuracy, maintains data integrity, and applies root-cause analysis and sound judgment to solve complex problems.