



TOWN OF MEDWAY

COMMONWEALTH OF MASSACHUSETTS

JOB DESCRIPTION

Job Title:	FIELD SUPERVISOR, DISTRIBUTION	Date:	09/22/2025
Department:	DEPARTMENT OF PUBLIC WORKS, WATER DIVISION	Grade:	10
Reports To:	ASSISTANT WATER & SEWER SUPERINTENDENT	FLSA:	NON-EXEMPT

POSITION PURPOSE:

The Field Supervisor, Distribution is responsible for the overall operation, maintenance, and regulatory compliance of the Town's water distribution system. The Field Supervisor, Distribution must be proficient in the overall operation of the water treatment plant and groundwater supply sources. This position combines the technical and regulatory oversight for assistive management of water treatment with the operational leadership of distribution system fieldwork.

The Field Supervisor, Distribution reports to the Assistant Water & Sewer Superintendent and provides direct supervision to both treatment and field crews, ensuring the safe, reliable, and efficient production and delivery of drinking water that meets or exceeds all federal and state standards. Duties include staff supervision and training, system inspections, emergency response, regulatory reporting, infrastructure maintenance, and customer service resolution. The position requires strong leadership, technical knowledge, and hands-on capabilities in both treatment and distribution operations.

ESSENTIAL FUNCTIONS:

Treatment Operations

- Assists in the oversight of daily operations of the water treatment facility and groundwater sources to ensure continuous, safe, and compliant drinking water production.
- Assist in the Supervision and support of treatment plant staff in sampling, process control, chemical handling, and preventive maintenance.
- Assist in the coordination and verification of completed, required water quality testing, including sample site selection, scheduling, analysis, and submission to regulatory agencies.
- Assist in the maintenance, calibration, and operation of sampling equipment, meters, SCADA systems, and field instrumentation.
- Assist in the conducting of source water assessments, treatment process adjustments, and water quality investigations.

Distribution Operations

- Direct, schedule, and supervise distribution crews in the maintenance, inspection, and repair of water mains, valves, hydrants, meters, and service lines.
- Oversee valve maintenance programs, hydrant flushing, and leak detection efforts.



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- Assist with the Division's Meter Protection and Automated Meter Reading (AMR) programs, including inventory control, equipment upkeep, and data management.
- Ensure water and sewer stations, facilities, and equipment are secure, well-maintained, and operationally efficient.

Administrative and Compliance Responsibilities

- Maintain accurate daily records, work orders, and regulatory documentation.
- Ongoing inventory of necessary operating items, materials, equipment, and chemicals, ensuring a constant supply of needed items.
- Ensure all work complies with MassDEP, EPA, and other applicable federal, state, and local regulations.

Safety, Emergency Response, and Other Duties

- Ensure safe work practices for crews and the public in both treatment and distribution activities.
- Respond to water-related emergencies, infrastructure failures, and customer service issues, taking corrective action as necessary.
- Participate in Town snow removal operations, reporting to the Highway Superintendent during snow events.
- Support emergency operations during public health incidents, storms, and other natural disasters.
- Perform duties of subordinates when needed and carry out special projects assigned by the Superintendent or DPW Director.

SUPERVISION:

The Field Supervisor, Distribution reports to the Assistant Water & Sewer Superintendent and provides direct supervision of both treatment and field crews.

QUALIFICATIONS:

Education and Experience

- High school diploma or equivalent required. Associate or bachelor's degree in environmental science, engineering, or related field preferred.
- One to three years of progressively responsible experience, including supervisory experience in municipal water treatment and distribution, is required.

Licenses and Certifications

- Valid Massachusetts Grade 2T and 2D Full Water Operator Licenses required (must be maintained).
- Massachusetts DEP Backflow Tester and Cross-Connection Surveyor Certification preferred.



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- Valid Massachusetts CDL class B driver's license required.
- Massachusetts Hoisting licenses 2A, 1C, and 4G endorsements or the ability to obtain.

KNOWLEDGE, ABILITY, AND SKILL:

- Extensive knowledge of drinking water treatment processes, distribution system operations, and related safety practices.
- In-depth understanding of state and federal water quality regulations and reporting requirements.
- Ability to read and interpret engineering plans, maps, and technical documentation.
- Strong leadership, team management, and communication skills.
- Proficiency with computer systems, including SCADA, GIS, work order management, and Microsoft Office applications.
- Ability to respond effectively under pressure and manage multiple priorities in emergencies.

WORK ENVIRONMENT:

Work is performed in both office and field environments, including exposure to hazardous materials, extreme weather, confined spaces, and operational hazards at treatment and distribution facilities. Must be able to lift heavy objects (up to 50 lbs) and climb ladders. Must be available for after-hours response and extended shifts during emergencies or severe weather events.

NOTES:

The essential functions or duties listed herein are illustrations of the type of work that is 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. This job description does not constitute an employment agreement between the employer and employee, and is subject to change by the employer, as the needs of the employer and requirements of the job change.