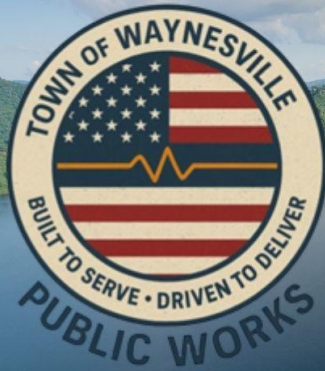


“The Public Services Department is committed to providing quality, cost-effective, customer-oriented municipal services that enhance the quality of life for the citizens of Waynesville.”

**WAYNESVILLE PUBLIC SERVICES DEPARTMENT
IS RECRUITING FOR**



CHIEF WATER TREATMENT OPERATOR

Currently accepting
applications.

Location:

16 South Main

Street

Waynesville, NC

28786

APPLY IN PERSON OR ONLINE

WWW.WAYNESVILLENC.GOV/DEPARTMENTS/HUMAN-RESOURCES/CURRENT-VACANCIES

CALL LAURA YONKERS FOR MORE INFORMATION: 828-456-3706

More Information:

Salary Range DOE:

\$51,504.92 - \$82,407.88

5% SALARY INCREASE

AFTER PROBATION

***MUST HOLD NC GRADE A**

SURFACE WATER TREATMENT

OPERATOR LICENSE & NC GRADE

1 PHYSICAL-CHEMICAL

WASTEWATER LICENSE



The Town of Waynesville

To perform this job successfully, an individual must be able to perform the essential job functions satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the primary job functions herein described. Since every duty associated with this position may not be described herein, employees may be required to perform duties not specifically spelled out in the job description, but which may be reasonably considered to be incidental in the performing of their duties just as though they were actually written out in this job description.

Chief Water Treatment Operator

Department: Public Services – Water Treatment Division

Reports To: Water Treatment Supervisor

Pay Grade 67: \$51,504.92 - \$82,407.88

FLSA Status: Non-Exempt

Position Summary

Leads day-to-day water treatment plant operations and compliance to ensure safe, reliable potable water. Supervises operators, directs process control and optimization, coordinates maintenance and resources, and oversees sampling and reporting to meet state and federal requirements.

ESSENTIAL DUTIES & RESPONSIBILITIES:

- Plan and oversee plant operations, staffing, and shift schedules to meet demand and water-quality objectives.
- Monitor and adjust treatment processes (coagulation/flocculation, sedimentation, filtration, disinfection, corrosion control) using SCADA and bench tests (e.g., jar testing).
- Ensure regulatory compliance (SDWA/state): sampling plans, chain-of-custody, lab QA/QC, MOR and CCR inputs; maintain audit-ready documentation.

September 2025

- Coordinate preventive/corrective maintenance with staff and vendors; manage CMMS work orders, parts, and chemical inventories.
- Track and improve filter performance (turbidity, head-loss, backwash) and distribution residual targets; investigate alarms and water-quality complaints.
- Implement and enforce safety procedures (chlorine handling, confined space, LOTO, PPE); conduct drills.
- Train, coach, and evaluate operators; maintain SOPs and consistent shift handoffs.
- Communicate with Engineering, Distribution, Utility Billing, and leadership on outages, projects, and public notices, support capital planning and vendor coordination.
- Serve as acting ORC and wastewater supervisor in supervisors' absence; respond to emergencies (weather, source-water events) and after-hours call-outs.

QUALIFICATIONS:

Certification Requirements:

- Valid NC Driver's License required.
- Valid NC Grade A Surface Water Treatment Operator License required (ORC-eligible)
- Valid NC Grade 1 Physical-Chemical Wastewater License required

Experience Requirements:

- 6+ years progressively responsible water treatment plant experience preferred
- 2+ years supervisory experience preferred
- Demonstrated familiarity with regulatory reporting and plant optimization

Education Requirement:

- Associate Degree in Water Technology or related field preferred
- Equivalent combination of education, licensing, and experience considered

ORC RESPONSIBILITIES

- **Manage daily operation and maintenance** of the water treatment facility and ensure the facility is always operated by appropriately certified staff.
- **Hold the required certification level** (equal to or higher than the facility classification) and ensure the same for any operator acting under your direction.

- **Establish and maintain written Standard Operating Procedures (SOPs)** so water quality/quantity decisions affecting public health are carried out; direct uncertified personnel to refer such decisions to a certified operator or the ORC.
- **Be available for consultation on-site during emergencies, equipment malfunctions, or breakdowns;** designate a **backup ORC** when you cannot be on the premises (backup ORC must meet required certification and know the system/SOPs); notify the Board if a temporary designation exceeds 14 days.
- **Meet on-site oversight frequency requirements** (e.g., for surface water/GWUDI plants, ensure the ORC or an equivalently certified operator is on-site at least **20%** of the operating time each week; meet minimum visit frequencies for other facility types).
- **Perform and/or direct required monitoring and testing**, including entry-point and distribution residuals, jar tests, and other operational parameters; **sign and submit Monthly Operating Reports (MORs) by the 10th of the following month;** retain compliance records on-site for the required period.
- **Direct distribution system sampling/field measurements** done by designees under your SOPs; ensure they can contact you (or a certified operator under your direction) to address low residuals or problems and take corrective action.
- **Coordinate increased oversight** when operational parameters are not maintained or when directed by the Department (e.g., violations, malfunctions, complaints, emergencies) until compliance is restored.
- **Maintain Backup ORC roster responsibilities with the Board:**
 - List all systems (with PWS ID numbers) for which you serve as Backup ORC at **annual certification renewal;**
 - **Notify the Board within 10 days** when you assume or relinquish Backup ORC responsibility for any system.

KNOWLEDGE, SKILLS, AND ABILITIES:

- Expert knowledge of surface water treatment processes, regulations, and best practices.
- Strong leadership: coaching, performance management, and field decision-making.
- Proficiency with SCADA, laboratory instruments, and CMMS; rigorous documentation.
- Data-driven analysis; ability to trend and optimize process control.
- Clear, professional communication with staff, regulators, vendors, and the public.
- Safety-first mindset, situational awareness, and sound judgment under pressure.

INVOLVEMENT WITH DATA, PEOPLE, AND THINGS

DATA: Requires summarizing, tabulating, or formatting data or information in accordance with a prescribed schema or plan to facilitate the identification and extraction of useful information.

PEOPLE: Requires speaking or signaling to people to convey or exchange information of a general nature.

THINGS: Requires leading, operating or repairing complex machinery or equipment that requires extended training and experience, such as water / wastewater plant equipment, or the application of complex software or systems; may involve installation and testing. Involves operations of limited scope.

COGNITIVE REQUIREMENTS

- **REASONING:** Requires performing skilled work involving rules/systems with almost constant problem-solving.
- **MATHEMATICS:** Requires using addition and subtraction, multiplication, and division, and/or calculating ratios, rates and percentages.
- **LANGUAGE:** Requires reading routine sentences, instructions, regulations, procedures, or work orders; writing routine sentences and completing routine job forms and incident reports; speaking routine sentences using proper grammar.
- **MENTAL:** Requires doing clerical, manual, or technical tasks prescribed by standard practices, but which may require computation, the use of several procedures, and the use of independent judgments with obvious choices; requires normal attention for accurate results.

PHYSICAL AND ENVIRONMENTAL REQUIREMENTS

- **PHYSICAL:** Requires heavy work that involves exerting between 35 to 50 pounds of force on a recurring basis and 100 pounds of force on a frequent basis. Must be able to perform basic life functions of climbing, balancing, stooping, kneeling, crouching, reaching, standing, walking, lifting, fingering, grasping and repetitive motion.
- **ENVIRONMENTAL:** The job may risk exposure to bright/dim light, dusts and pollen, extreme heat and/or cold, wet or humid conditions, extreme noise levels, vibration, fumes and/or noxious odors, moving machinery, electrical shock, heights, toxic/caustic chemicals, disease / pathogens, confined spaces.

September 2025

- **SENSORY:** The job requires normal visual acuity, depth perception and field of vision, hearing and speaking abilities, color perception, odor perception.

JUDGMENTS AND DECISIONS

Requires decisions affecting both the individual and others; works in a very stable environment with clear written/oral instructions.

ADA COMPLIANCE

The Town of Waynesville is an Equal Opportunity Employer. ADA requires the Town to provide reasonable accommodation for qualified individuals with disabilities. Prospective and current employees are encouraged to discuss accommodation.

The Town of Waynesville has the right to revise this job description at any time. This description does not represent in any way a contract of employment.

Interested applicants may submit an application to:

**Town of Waynesville,
Brittany Angel, HR Coordinator
Human Resources Department
16 S. Main Street
Waynesville, NC 28786**

Or via email to bangel@waynesvillenc.gov