



Role: Operations Team Lead

Based: Glenview North Maine

Are you looking for a fantastic career at Aqua? We have a great opportunity for an **Operations Team Lead in the Northern IL Division!** This person will be responsible for prioritizing/assigning day-to-day operational tasks of Operators in their assigned area. This person will also be expected to ensure sufficient staff or contractors are assigned to complete both emergency and planned work, and that necessary equipment and goods are available to complete these tasks accordingly.

ESSENTIAL DUTIES:

- Monitors operations of water and wastewater facilities including testing and analysis required for proper operation and reporting to ensure compliance with regulatory standards and industry best practices.
- Makes recommendations on improvements and upgrades needed to improve operational performance and cost efficiency.
- Provides technical advice and guidance facility operators as needed to address issues and develop skills.
- Identifies, evaluates, and recommends cost-effective improvements in system operations including vendor and contractor services relating to the operation of all assigned facilities.
- Prepares monitoring reports as required for regulatory review. Updates and maintains facility records and related documentation including blueprints, equipment manuals and operating data.
- Developing, assisting, and documenting the automation of federal and state regulatory reporting for all water and wastewater facilities.
- Assist with Water and Wastewater scheduling of operations.
- Assist with Water and Wastewater coordination & tracking capital projects within the division.
- Developing, assisting, documenting and implementing Standard Operating Procedures at all Water and Wastewater Treatment Plan facilities within the division.
- Oversees and provides the highest level of technical assistance during construction of new installations, major repairs, and capital construction projects including working on the most complex filters, sludge tanks, pumps, motors, blowers and other equipment needed for proper facility operation.
- Interfaces with vendors, contractors, consulting engineers and plant staff regarding water and/or wastewater systems under company ownership.
- Handles elevated responses to customer questions and/or concerns regarding water services.
- Other duties as assigned.

QUALIFICATIONS:

- Bachelor's degree preferred. Must have a High School Diploma or equivalent.
- The position requires obtaining a IEPA Water Class B in 18 months and a Class 1 Wastewater license.
- Previous utility experience preferred.
- U.S. Drivers License required.

KNOWLEDGE, SKILLS AND ABILITIES:

- Proficient in Microsoft Office (Email, Word, Excel)
- Excellent written and verbal communications skills; communicate effectively (clearly, concisely and professionally) with internal customers
- Strong customer service skills
- Ability to work well under pressure
- Ability to work on multiple projects simultaneously and adapt to changing priorities in a fast-paced environment
- A team player able to work effectively in a team fostered multi-tasking environment.

WORKING CONDITIONS/PHYSICAL DEMANDS:

- May be subject to extreme temperatures, noise, wet and/or humid conditions, mechanical, electrical, gas exposure hazards, fumes, dusts, mists, gases and /or poor ventilation atmospheric conditions
- Ability to lift and carry up to 50 pounds.
- See, hear, talk and perform tasks requiring manual dexterity
- Working conditions include travel to work sites of Essential Utilities and/or other constituents (if applicable)

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