

The Connecticut Section of the
American Water Works Association
Diversity Committee presents

**Tap into a
Water Utility Career**

an informational guide
to water utility positions

July 2000

Water is the most essential ingredient for a healthy life. A person can live for a month without food, but for only a few days without water. That is why employees in the water utility industry take seriously our primary mission to provide our customers with high quality, safe drinking water.

A group of individuals with unique experiences and perspectives work together to form a cohesive team dedicated to providing value to its stakeholders. Customers are best served when individuals, focused on a unified vision, bring diversified perspectives to the table. For customers, the team creates value in balancing the product and services delivered with the cost to the customers.

The industry is growing. The demand for safe water provides ample opportunity for candidates who are interested in servicing the public. Because keeping water safe and in good supply is a world-wide concern, experience gained in the United States water industry can be applied anywhere.

Employment with a water utility company may be municipal or private in nature, depending upon the owners of the system. Many towns and cities "own" their water resources and distribution system (municipal), and private water utilities are owned by shareholders or a holding company.

Rest assured that employment within a water utility is both challenging and rewarding, and you certainly will grow from your experience. Thank you for visiting our booth today, and best wishes for continued career success!

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Administrative Positions

Accounts Payable Specialist

Requirements: A minimum of one to two years general office experience preferably in a computerized accounts payable environment. Position requires good customer relations and verbal communication skills; a background highlighting mathematical experience is highly desirable. The ideal candidate must be able to converse over the phone with customers, operate a PC for prolonged periods of time, as well as operate an adding machine.

Responsibilities: Match invoices with purchase orders, ensure accuracy of account numbers, quantities ordered and delivered, price verification and proper approval. Ensure all discounts are taken and payments are made in a timely matter. Confer with various internal departments and vendors on any exceptions on invoices, purchase orders or receiving reports. Prepare all invoices for all outgoing bill payments including direct entering of information into the A/P system. Assist in the processing of open charges, direct purchases, expense reports, etc.

Collections Representative

Requirements: Effective communication skills, high school diploma, computer experience, and the ability to effectively work as a team member required. The ability to plan and arrange own work also required.

Responsibilities: Receive and respond to mail and walk-in inquires with regard to questions and problems. Gather support documentation for problem solving and legal files. Trace payments and contact companies for check applications. Check daily cash for payments. Telephone contact with customers, service and construction department and outside agencies. Regular duties are highly varied and numerous; however, largely directed at analyzing data and to determine corrective action with strong organizational skills. Perform many related duties to maintain excellent communications through letters and personal conversations. Research accounts through city directories, phone listing, city and state agencies.

Customer Service Representative

Requirements: Position requires an individual with excellent customer relations skills, the ability to effectively communicate with the public and represent the company in a congenial, courteous manner; bi-lingual ability a plus. A high school diploma, a minimum of five (5) years' customer contact work and word processing experience is required; college degree preferred; basic math skills required; self-starter with strong organizational skills.

Responsibilities: Receive and respond to all types of customer inquiries with regard to questions and problems on such matters as improper billing, water leaks, meter and remote malfunctions, dirty water, poor pressure, billing adjustments, leases, final bills and other service-related issues. Resolve customer complaints to ensure superior customer satisfaction; arrange for field service or meter reading departments to perform work as necessary; ability to problem-solve and thoroughly research problems. Verify and process changes of addresses, property transfers, foreclosures and bankruptcies. Maintain system for updating lease arrangements and process lease letters monthly. Initiate phone calls and correspondence to customers with the ability to compose letters. Must be able to use a computer and converse over the telephone with customers.

Data Entry Service Representative

Requirements: Minimum of three (3) years general office work and data entry experience on a computer terminal or P.C. Position requires good customer relations and verbal communications skills; a background highlighting mathematical experience is highly desirable. The ideal candidate must be able to converse over the phone with customers and operate a P.C. for prolonged periods of time; bi-lingual ability a plus. Cooperation, ability to work independently, flexibility, and a strong sense of teamwork is essential. Ability to follow-up on a problem from beginning to closure in a timely manner is required.

Responsibilities: Accurate data entry of meter changes, including recording meter readings upon removal of old meter and insertion of new meter. Diagnose billing errors and accurately calculate estimated readings based on customer's previous consumption history. Work closely with internal departments to organize workload around reading schedules and meet deadlines. Input data for meter tests and results, as required by regulators. Work closely with internal departments regarding accounts that need further investigation to analyze and solve billing problems. Handle calls from customers regarding service issues, including but not limited to, scheduling appointments for meter changes, trench inspections and/or pressure investigations.

Help Desk Specialist

Requirements: This position requires an individual with a broad knowledge of IBM PC compatible hardware, network operating systems and Windows software applications. The ideal candidate will have exceptional customer service skills, effective communication skills and the ability to translate technical information to non-technical customers. Must have strong problem-solving skills.

Responsibilities: Provide technical troubleshooting for personal computers, corporate software, and intra-network mail. Also provides front-line support for company's local area networks and Corporate wide area network. Coordinate outside vendor service for troubleshooting and repairs of systems. Administer networks by installing and removing users, controlling security equivalencies and appropriate file access controls. Maintain inventory of personal computer equipment and installed software versions. Manage support calls by providing analysis trends in trouble calls, commitments to users and equipment reliability.

Secretary/Administrative Assistant

Requirements: Generally 1-3 years of experience required; familiarity working with computer software programs such as Word, Power Point and Excel. Excellent verbal and written communications skills, organizational skills, customer-service orientation, team-orientation, and the ability to independently handle a wide variety of tasks and projects, work under pressure and meet deadlines. Must have initiative, ability to act independently with good judgment and handle confidential information.

Responsibilities: Duties include transcribing and editing dictation, typing and editing correspondence, memos, reports, etc. Arrange internal and external meetings, luncheons, and travel/hotel accommodations. Interact over the telephone with internal and external customers, community leaders, and employees from all levels of the organization.

Technical Positions

Construction Inspector/Associate Construction Inspector

Requirements: High school diploma or equivalent and a valid State driver's license. Minimum of five years' experience in heavy construction work, including pipeline installation. Must have the ability to lay-out proposed pipeline installation work from 40 scale maps and sketches. Good interpersonal, communication and organizational skills, and the ability to make field decisions with minimal supervisory input.

Responsibilities: Provides on site inspection and control of contractor activities associated with the installation of water mains, dams, pump stations, treatment facilities, services and appurtenances, including paving. Establishes line and grade for installation of facilities including water mains and services. Maintains records of work performed, including daily reports, work orders, material requisitions, paving sketches, analysis sheets, plotting of scaled sketches, close-out with contractors and final job approval. Ensures pipeline installations and other construction projects are built cost effectively, in accordance with plans, specifications and in compliance with State and OSHA regulations. Ensures compliance with company policies and procedures, including Safety Plan. Prepares lists for and coordinates delivery of all materials needed in job.

Coordinates with internal departments as required including scheduling of taps and shutdowns. Decides minor changes in construction plans, line and grade. Establishes and maintains a working relationship with municipal and state officials. Associate Construction Inspector handles similar responsibilities at a lower volume and may require some supervisory guidance.

Cross Connections Inspector

Requirements: Applicant must have a high school diploma and a valid State driver's license. Must also hold or be able to obtain a State Health Department certification as an Inspector/ Tester for Cross Connection Control. Must have a minimum of five (5) years experience in water utility work or related fields of inspection, ability to read, interpret and understand mechanical and plumbing diagrams and blue prints.

Responsibilities: Schedule and inspect customer premises for Cross Connection Control (CCC) compliance and fire line monitoring. Identify new business opportunities. Test, repair and supervise the testing of backflow devices, including coordinating and inspecting contract work. Effectively communicate and implement our service package to the customer, including testing, repairs, selling and installation of all backflow devices. Advise and counsel customers on corrective and/or preventative CCC procedures. Communicate both written and verbally Company and State Health Department CCC policies, rules and regulations to customers, co-workers and supervisor. Prepare related CCC/Fire line records, reports, etc., in a clear and concise manner. Effectively lead and/or contribute to group activities (safety, customer relations skills, etc.) Conduct seminars with customers and public officials on cross connection problems and solutions. Must be available for emergency work outside normal working hours. Must be able to drive, walk, sit, stand, kneel, climb, and bend for extended periods and lift in excess of 100 pounds.

Draftsperson

Requirements: High school diploma, two years of drafting experience, experience working with computer-aided drafting software a must, and the ability to organize and prioritize work. Computer software experience required.

Responsibilities: Prepare work drawings for water supply, treatment and distribution facilities. Specifically responsible for laying out piping, conduit, equipment structures, and components using knowledge of facility, spacial relationships and manufacturer's catalog information, as well as drafting plans and details using ink on Mylar and computer-aided drafting (CAD). Assist engineering in performing water supply system studies and evaluations. Collect, organize and collate data from existing maps and reports; prepare sketches, maps, graphs, charts, and tables; input data into GIS and hydraulic modeling databases. Investigate and appropriately respond to internal and external mapping requests and assist with field collection of data for survey and mapping records.

Electrician

Requirements: High school diploma, State driver's license, and State Electrical license, experience with industrial equipment maintenance, State Water Treatment and Distribution Certifications with demonstrated filtration knowledge. College or trade school education in Electrical Technology or related field and experience with automation, instrumentation and controls is desired.

Responsibilities: Performs complex operations, maintenance and project activities related to providing properly maintained electrical and instrumentation equipment used for the treatment and distribution of water and may, at times, assist with plant operations and other related tasks. Troubleshoots and resolves recurring process, equipment or customer problems. Effectively communicates key information, both verbal and written, to supervisor and co-workers in a positive, timely and proactive manner. Effectively engages in group activities and partners with others to maximize group efforts. Openly shares knowledge and information with other employees. Actively supports safety and is knowledgeable of safe operating practices. May work a regularly scheduled rotating shift which includes weekends and holidays. Must be available for emergency overtime work and may participate on a standby roster. May periodically work an irregular shift including evenings or nights. Must be able to drive, walk, sit, stand, kneel, climb and bend for extended periods and lift in excess of 100 pounds. Must be able to use a respirator and self-contained breathing apparatus.

Environmental Police Officer

Requirements: State certification as a police officer, a minimum of two years' experience as a certified police officer and must successfully complete required testing (oral, written, and physical agility). Candidates must be able to converse over the telephone with customers and members of the public, possess a valid State motor vehicle operator's license; must be able to walk, run, drive, stand, bend, kneel for prolonged periods of time, be able to lift 100 pounds.

Responsibilities: Provide security and law enforcement protection to Company watershed and aquifer areas and all surrounding company properties. Detect and apprehend trespassers, violators, poachers, and vandals; look for evidence of polluting, burning, trespassing and all other questionable and illegal activities, and conduct follow-up investigations. Issue written warnings, infraction complaints, summonses, make custodial arrests, and serve warrants as necessary.

Laboratory Assistant/Technician

Requirements: High school diploma or Associates Degree in Science and a valid State Driver's License. Physically, the applicant must be able to swim and be able to lift a minimum of 50 lbs. For entry level Assistant position, no prior experience required.

Responsibilities: Collects samples according to department schedules and standard operating procedures (SOPs), in conformance with State Environmental and Health department methods. Performs laboratory tests on samples. Prepares sample bottles and laboratory glassware for sampling and analysis. Maintains and calibrates supplies and equipment used in sample collection, including following Quality Assurance protocols for sample collection and testing. Drives a sampling vehicle and performs routine cleaning and maintenance to keep it in good working order. Delivers samples and supplies to laboratories and treatment facilities. Records sample and test results data, and enters data onto computer system. Assists laboratory analysts with reagent preparation, analysis, and paperwork. Performs all duties in a manner consistent with company safety policy and procedures, which may include entering a confined space.

Mechanic

Requirements: Applicant must have at three to five years of automotive experience. Successful applicant must hold or be able to obtain State driver's license. Must be able to lift a minimum of 100 pounds; must be able to drive, stand, bend and kneel for prolonged periods of time.

Responsibilities: Diagnose vehicle problems on all automotive systems, such as electrical, mechanical, hydraulic, cooling and vacuum problems, etc. Operate and maintain all diagnostic and maintenance tools; schedule and perform proper vehicle preventative maintenance. Perform emission testing. Interpret maintenance and parts manuals. May perform arc and gas welding. Respond to after-hours calls and road calls. Repair engine-driven tools, saws, generators, pumps, etc.

Meter Reader

Requirements: Must hold a valid State driver's license and have a high school diploma. Applicant must have good clerical abilities and written/oral communication skills. Knowledge of computers, water metering equipment, service work and billing is desirable. Applicant must be able to drive, stand for prolonged periods of time, walk long distances, lift 100 pounds and work in confined spaces.

Responsibilities: Perform all aspects of general meter reading including, reading all types of meters, recording readings and other account information on documents and hand-held computers, resolving out-of-bounds readings, updating service locations and account sequences, investigating lost accounts, and respond to customer inquiries. Perform meter reading duties outside of normal working hours as required. Communicate with customers in person and demonstrate good customer relations skills. Observe all safety requirements.

New Services Coordinator

Requirements: The position requires an individual who can effectively communicate with the public and represent the Company well. Excellent customer relations skills, good verbal and written communications skills and organizational skills are required. An Associate's Degree in engineering or related technical field experience is desirable, with a minimum of three years experience with water utility operations. PC skills a plus. Applicant must be able to work independently.

Responsibilities: Guiding customers applying for new accounts through all aspects of the installation of water service, including direct contact to initiate the process, project estimating, execution of contracts and coordinating the process through construction, tapping, meter installation, start of service and billing to meet customer requirements. Review requests for new service and analyze impact on Company operations. Prepare reports required for investigating and estimating water main extension requests. Prepare plans, schedules, cost estimates and required agreements for water main extensions for review by Supervisor. Analyze tap applications for proper sizing and conformance with Company policies. Prepare work orders for main extensions and fire hydrants. Maintain maps and records necessary to assure efficient operation.

Operations Assistant

Requirements: High school diploma, State driver's license, two years' professional work experience or equivalent educational degree. A college education in Applied Sciences or Engineering is desired.

Responsibilities: Perform a variety of recurring scheduled operations, maintenance, and project activities at supply, treatment, pumping and other related facilities. Assist with non-recurring or more complex work. Adjust process or equipment to maintain performance; effectively communicate key information, both verbal and written, to supervisor and co-workers in a positive, timely, and proactive manner. Effectively engage in group activities and work well with others. Openly shares knowledge and information with other employees. Actively supports safety and is knowledgeable of safe operating practices. May work a regularly scheduled rotating shift which includes weekends and holidays. Must be available for emergency overtime work and may participate on a standby roster. May periodically work an irregular shift including evenings or nights. Must be able to drive, walk, sit, stand, kneel, climb and bend for extended periods and lift in excess of 100 pounds. Must be able to use a respirator and self-contained breathing apparatus.

Plant Operator

Requirements: High school diploma, State driver's license, State Water Treatment License or State Operator-in-Training certification with prior water

treatment experience and demonstrated filtration knowledge. College education in Applied Sciences and hands-on maintenance experience is desired.

Responsibilities: Performs complex operations, maintenance, and project activities related to providing a continuous supply of properly treated water and report results. Adjusts process or equipment to improve performance and makes recommendations for continuous improvement. Troubleshoots and resolves recurring process, equipment, or customer problems. Effectively communicates key information, both verbal and written, to supervisor and co-workers in a positive, timely, and proactive manner. Effectively engages in group activities and partners with others to maximize group efforts. Openly shares knowledge and information with other employees. Actively supports safety and is knowledgeable of safe operating practices. May work a scheduled permanent weekend shift which includes all Saturdays, Sundays and holidays, or compressed work schedule, as company needs require, and may change seasonally. Must be available for emergency overtime work and may participate on a standby roster. May periodically work an irregular shift including evenings or nights. Must be able to drive, walk, sit, stand, kneel, climb and bend for extended periods and lift in excess of 100 pounds. Must be able to use a respirator and self-contained breathing apparatus.

Serviceperson

Requirements: Mechanical aptitude, organizational ability, effective communications skills, both oral and written. Educational requirements include a high school diploma or equivalent and applicant must hold a valid State driver's license. Knowledge of plumbing and water utility experience are desirable. Applicant must be able to drive, stand for prolonged periods of time, walk long distances, lift 100 pounds and work in confined spaces.

Responsibilities: Installation and maintenance of service lines. Respond to customer complaints regarding service, developing positive rapport with customers. Locating service lines, installing new piping and repairing existing lines. Operate drills, lights, and use measuring tools such as pressure gauges, measuring tapes, rulers, together with maps, drills and other equipment as necessary. Troubleshooting, and repair of meter problems; respond to emergency calls. Comply with company and safety rules, maintain tools in clean condition, and refer all unusual and difficult problems to Supervisor.

Utility Worker (Distribution/Construction)

Requirements: High school diploma or equivalent and a minimum of two years experience in a related field. Must hold a valid driver's license, and possess or obtain within one year, a DHS class III distribution certification.

Responsibilities: Operate a gate truck with a full complement of equipment and machinery in accordance with safety requirements to efficiently operate a distribution system. Water main cleaning and pressure testing water mains,

chlorinating new mains, maintaining large and small gate valves, and open and shut valves. Perform fire flow tests, operate pitometer in order to test and evaluate water usage and determine leakage losses. Locate water mains, services and underground facilities in compliance with state regulations. Operate equipment (e.g. gate machine, pumps, diffusers, gate wrenches, and locators). Respond to customer inquiries and complaints regarding discoloration, leakage, etc. Troubleshoot, diagnose and resolve distribution related problems. Must be able to drive, bend, stand and kneel for prolonged periods of time. Must be able to lift and operate equipment in excess of 100 pounds. Be available by telephone to report for emergency repairs during non-scheduled hours as well as work a standby schedule.

Water Quality Field Technician

Requirements: High school diploma or Associates Degree in Science, a valid CT Driver's license, and the ability to obtain a Department of Environmental Protection Boat Operators Certificate to operate a motor boat. Good communication and customer service skills, be able to lift a minimum of 50 pounds, and drive long distances to complete sample collection runs. Employee may enter confined spaces and work with hazardous chemicals and small hand tools.

Responsibilities: Duties include conducting field investigations which require collecting water samples and performing field tests with advanced testing meters and equipment, operating ground water treatment plants, sample stations, and hydrants in the distribution systems; provide water quality information to customers; provide support to Supply Operations with on-site treatment process feedback and field investigations of treatment and distribution systems.

Watershed Utility Worker

Requirements: Must be able to swim; must hold valid State of Connecticut Class 2 or 1 driver's license.

Responsibilities: Performs maintenance of watersheds and outside property, woodlands, fields, dam slopes, roadsides, shorelines, waterways, orchards, etc., to enhance water quality and to maintain appearance and cleanliness of the watershed property. Responsibility will involve mowing grass, mowing dam slopes, brush control along canals and shorelines, pesticide and fertilizer applications, cutting brush and trees, maintaining gravel and woods roads, land clearing, planting trees, landscaping, other duties as assigned. Operates various pieces of equipment including farm tractors and implements, dump trucks with trailers, pickup trucks with snow plows and trailers, motor boats, etc. Utilizes hand equipment including chainsaws, commercial mowers, motorized brush cutters, etc., as required. May be required to perform rough carpentry, respond to Watershed emergencies, provide security back-up and perform other duties as assigned.

Professional Staff Positions

Accountant

Requirements: Broad based knowledge of Generally Accepted Accounting Principles (GAAP), BA or BS degree with a concentration in Accounting or Finance, and CPA preferred for Senior Accountant level. Experience with electronic spreadsheets and electronic word processing and three to five years accounting experience or equivalent required.

Responsibilities: Identify and resolve on a timely basis unusual account movement through the preparation and/or review of general ledger account activities through analysis of variances. Ensure that all required monthly activity is properly posted to the general ledger in order to prepare and analyze monthly financial results. Prepare monthly financial reports including but not limited to Balance Sheet, Income Statement and Statement of Cash Flows. Assist operational managers in identifying operational variances to both current year budget and prior year actual results, and prepare as required state sales and use and gross earnings tax returns.

Chemist

Requirements: Bachelor's degree in Chemistry and familiarity with water treatment chemistry is required. Minimum of five years' experience with drinking water analyses and regulations, excellent communications and interpersonal skills, and computer literacy is required.

Responsibilities: Plan, organize and direct the laboratory technician activities; analyze results of tests relative to laboratory data quality objectives, maintain certifications held by laboratory, and assist in the investigation of water quality issues.

Collections Analyst

Requirements: A minimum of five year's experience is required and a college degree preferred. Excellent written and verbal communications and skills, negotiating skills, and customer relation skills are a must. Knowledge of state statute and regulatory compliance requirements related to billing and credit and collections.

Responsibilities: Refers accounts for receivership action, pre-judgment remedies and other actions deemed appropriate; prepares all documentation for court; appears as a Company witness in such court cases. Represents Company in Small Claims Court; exercises independent judgement in settling accounts when appearing in court; prepares other employees for court appearances when required. Processes bankruptcy petitions; files claims in accordance with established court filing dates. Manages collections on key

(large debtor) accounts. Reviews accounts shut for non-payment after 30 days and final bills for additional actions. Manages final bill placements with third-party collections agencies. Coordinates third-party collection agency and attorneys' activity; monitors and analyzes results of same.

Engineer

Requirements: Bachelor's degree in Engineering, 3-5 years' experience in the water utility industry or related field required. Excellent communications skills and experience with computer applications including hydraulic models, database, word processing and spreadsheets required.

Responsibilities: Creating and maintaining a comprehensive water main maintenance and replacement program including collection of available data on factors such as water main age, maintenance history, and distribution system performance, and development of a predictive tool for investment in main replacement, cleaning and lining. Identify specific mains for replacement and new mains to be installed to improve system performance; may manage the design and construction administration of identified projects.

Engineering Technician

Requirements: Applicant must have a high school diploma preferably with technical school training. Five years experience as a draftsman in mechanical and civil drafting and the ability to use CAD technology. Experience in drafting plans and details using ink on mylar a plus.

Responsibilities: Prepare utility preliminary and as-built maps for water main and piping installations using inspector's notes, field survey notes, and existing mapping from towns, developers, outside surveyors and engineers. Prepare working drawings for water supply, treatment and distribution facilities. Utilize computer and CAD Technology to aid in evaluation of Distribution System Performance. Must be familiar with drafting room procedures including drafting equipment and its use. Perform quality take-offs and detailed construction cost estimates.

Human Resources Generalist

Requirements: A minimum of five years' work experience, and a Bachelor's degree is preferred. Excellent interpersonal skills, both oral and written, required.

Responsibilities: Manages overall safety program, ensuring compliance with OSHA regulations, industry practice, and market requirements. Directs and controls the processing of accident reports, accident investigations, and workers' compensation claims. Provides training programs for employees,

including management, in the following areas: safety and health, performance management, career counseling, Excellence Through Participation, employee relations, and communications. May also provide training in technical/job-related areas. Determines and recommends employee relations practices necessary to establish positive employer-employee relationships and promotes a high level of employee participation. Supports and monitors company recruitment program in accordance with internal job posting program, and, when required, to recruit from external sources. Project assignments in other human resources areas including work force diversity, counseling employees, handbook changes, benefits administration, compliance, and compensation data compilation and analysis.

Microbiologist

Requirements: Bachelor's degree in Biology/Microbiology, and a minimum of five years of concentrated experience in water utility microbiology analyses and regulations, are required. Thorough understanding of quality assurance for laboratories, drinking water bacteria and algal biology, and a working knowledge of viral and protozoan biology required. Working knowledge of water treatment and related monitoring procedures and equipment required. Excellent communication, interpersonal, and computer skills required.

Responsibilities: Plan, organize and direct the daily operation of the Microbiology laboratory, including the direction of laboratory technicians; responsible for the accuracy, timeliness and completeness of all microbiological test results and maintaining certifications. Evaluate analytical results, assess data quality and impact on water quality. Prepare lab, water quality and administrative reports.

Operations Manager

Requirements: Bachelor's degree or extensive equivalent experience and a minimum of ten years' experience in the utility environment required.

Responsibilities: Review, resolve and recommends solutions in matters of customer service, main extensions, service and distribution plant improvements. Responsible for the daily operations, maintenance and repair of distribution systems, and resolving customer inquiries regarding discoloration and poor pressure complaints arising in the distribution system.

PC Specialist

Requirements: Bachelor's degree in Computer Science or related experience; broad working knowledge of Windows software applications, Windows desktop operating systems, and NT experience required. Basic knowledge of local area networks and how PC's communicate with the networks is required. Excellent troubleshooting and communications skills required.

Responsibilities: Install, support and troubleshoot all software applications; install, support and troubleshoot all hardware peripherals; configure hardware and software to communicate with network systems. Define requirements for user requested systems or changes; assist in project-related roll-outs, and coordinate outside vendor repairs when needed.

Public Relations Specialist

Requirements: Bachelor's degree, three to five years' experience, and excellent communications skills required.

Responsibilities: Conceiving, planning, executing and evaluating the results of programs and activities designed to earn the understanding and support of the Company and its objectives among various constituencies. Responsible for the community relations, media relations, and company communications, including annual report, company newsletters, press releases, stockholder reports, and other relevant publications or materials.

Safety Specialist

Requirements: High school diploma requirement, degree preferred. Prior experience as a Safety Coordinator required.

Responsibilities: Responsible for the overall coordination and compliance of the Company's safety program. Specifically responsible for auditing existing confined space entry, lockout/tagout, hazardous material, fleet, and other OSHA/safety related programs to ensure ongoing compliance with applicable legislation. Assist in developing the safety training program and scheduling of selected training seminars to ensure compliance with OSHA and to promote safety awareness in confined space, hazard communication and bloodborne pathogen. Develop and implement rewards for a safety incentive program to help heighten awareness and encourage employee involvement in safety. Audit existing accident investigation program to ensure correct procedures are in place for processing and investigation of accidents and implement recommendations. Work with the Safety Committee and coordinate efforts to administer safety policies and programs.

Water Quality and Environmental Analyst

Requirements: Environmental compliance experience, and 3-5 years experience in water utility operations required. Operator certification in water treatment and distribution systems desired. Excellent interpersonal skills, both written and oral communications, is required.

Responsibilities: Facilitate environmental compliance through monitoring environmental performance by conducting environmental audits, preparing and administering environmental permits, monitoring permit and regulatory compliance, and maintaining knowledge and communication of environmental regulations.

