

COMMONWEALTH OF MASSACHUSETTS

CITY OF LOWELL

In City Council

ORDINANCE

An Ordinance creating one (1) new full-time position entitled Cross-Connection/Backflow Administrator and establishing the salary therefor in the Lowell Regional Water Utility.

The City Council by virtue of General Laws, Chapter 43, §105 has the right to create and/or delete positions.

BE IT ORDAINED BY THE CITY COUNCIL OF THE CITY OF LOWELL, as follows:

The Code of Ordinances City of Lowell, Massachusetts, hereinafter called the "Code", adopted by the City Council on December 23, 2008, as amended, is hereby further amended as follows:

1. In accordance with Chapter 43, §105 Mass. General Laws, the following position and salary is created in the Lowell Regional Water Utilities, effective upon passage:

One (1) Full-Time Cross Connection/Backflow Administrator
Ordinance, Non-Union
(DH05)
\$63,364.27 (min) to \$74,342.22 (max) yearly

2. All provisions of the Code of the City of Lowell, as amended, which are not inconsistent with this Ordinance shall continue in effect, but all provisions of said Code inconsistent herewith are repealed.

3. This Ordinance shall take effect upon its passage in accordance with the provisions of Chapter 43 and 40A of the General Laws of the Commonwealth of Massachusetts.

APPROVED AS TO FORM:



Christine P. O'Connor
City Solicitor

City of Lowell
Job Description
Please Post:
Deadline:
Cross-Connection/Backflow Administrator
Lowell Regional Water Utility

Job Title: Cross-Connection/Backflow Administrator
Department: Lowell Regional Water Utility
Reports to: Executive Director; Superintendent of Distribution
Supervises: Backflow Prevention Device Inspectors
Union/Ordinance: Ordinance
Salary: 63,364.27 to 74,342.22 *DHOS*
FLSA Status:

SUMMARY

Manages the Lowell Cross-Connection Control Program (LCCCP), including the Cross-Connection Survey/Backflow Prevention Device Testing contract and staff, maintains compliance of the LCCCP in accordance with 310 CMR 22.22 and the Lowell Cross-Connection Ordinance (LCCO), tracks and reports program data, creates and revises legal documents related to the LCCCP, and addresses non-compliance.

ESSENTIAL DUTIES AND RESPONSIBILITIES (including but not limited to)

1. Manages the LCCCP, including personnel (municipal employees/contractors) and data (inspections, compliance status, revenue generation, etc.);
2. Creates and revises reports for the Massachusetts Department of Environmental Protection (Mass DEP) and municipal employees with relevant program information, including the Annual Statistics Report (ASR) and other requested/audited material;
3. Provides professional advice and assistance to individuals involved in cross-connection control;
4. Reviews and approves or rejects backflow prevention device permit applications;
5. Creates and revises compliance notices, standard operating procedures (SOPs), legal documents, contracts, program data tracking sheets, and other relevant documents;
6. Verifies and manages invoices/charges related to services performed on behalf of the LCCCP;
7. Stays up-to-date on federal, state, and local regulations governing cross-connection control and educates other employees about all regulatory changes in a timely fashion;
8. Manages the public education component of the LCCCP;
9. Performs surveys and tests on an as-needed basis to keep the LCCCP in compliance, including spot-checking of personnel work and meeting program deadlines; responds to customer requests;
10. Continuously improves the LCCCP in accordance with 310 CMR 22.22 and the LCCO;
11. Performs other duties as assigned.

QUALIFICATIONS

To successfully satisfy the obligations of this position, an individual must be able to perform each essential duty satisfactorily. The requirements listed in this description are representative of the knowledge, skill, and/or ability critical to fulfill this role. Reasonable accommodations may be made to enable individuals with disabilities to perform these essential functions.

EDUCATION AND EXPERIENCE

1. BA or BS is preferred;
2. Must have knowledge of the principles, practices, regulations, and mechanical skills related to cross-connection surveying and backflow prevention device testing in Massachusetts;
3. Must have a minimum of one year experience with managing a program/team (preferably water-related); involvement with a municipal cross-connection control program preferred;
4. Must have excellent and efficient customer service and maintain professionalism in a variety of situations with customers and other employees;
5. Must be able to work on multiple projects simultaneously, including those requested by the Executive Director and/or the Superintendent of Distribution.

LANGUAGE SKILLS

1. Ability to read, write, speak, and comprehend English, interpret various forms of communication, effectively present information, and respond to inquiries from a variety of audiences.

MATHEMATICAL/STEM SKILLS

1. Ability to add, subtract, multiply, divide, calculate percentages, organize and analyze numerical data, and create graphs/figures with appropriate relationships and units;
2. Ability to compile and present data in a meaningful and accessible manner to explain productivity, compliance, and other relevant properties of the LCCCP;

INDIVIDUAL REASONING ABILITY

1. Ability to apply common sense and understanding to carry out detailed written or oral instructions;
2. Ability to solve problems involving multiple variables in standardized situations;
3. Ability to define problems, develop solutions, collect data, establish facts, and draw valid and reasonable conclusions.

CERTIFICATES, LICENSES, AND REGISTRATIONS

1. Must be certified by the Massachusetts Department of Environmental Protection (Mass DEP) as a Combination Cross-Connection Surveyor and Backflow Prevention Device Tester within six months of appointment and maintain certification during the duration of this position.
2. Must have a valid Class D driver's license.
3. Any Mass DEP Water Distribution (D1-D4) or Water Treatment (T1-T4) certifications is a plus.

PHYSICAL DEMANDS

To successfully fulfill the obligations of this position, an individual must be able to perform each essential duty satisfactorily. The requirements listed in this description are representative of the knowledge, skill, and/or ability critical to thrive in this role. Reasonable accommodations may be made to enable individuals with disabilities to perform these essential functions.

1. This position requires occasional standing, walking, sitting, using hands (typing, conducting tests, etc.), reaching with hands and arms, climbing up to two steps on a ladder, balancing, stooping, kneeling, crouching, crawling, talking, hearing, speaking, and lifting/moving up to 50 lbs.
2. Specific vision abilities required include close/distance, color, peripheral, depth perception, and ability to adjust focus.
3. The employee may occasionally enter a confined space; the employee must abide by OSHA and all relevant safety regulations as necessary.

WORK ENVIRONMENT

The work environment characterized here is representative of conditions the employee may encounter while performing essential job duties. Reasonable accommodations may be made to enable individuals with disabilities to perform these essential functions.

While fulfilling job obligations, the employee may be exposed to wet and/or dry/humid conditions, moving mechanical parts, high/precarious places, fumes/airborne particles, toxic/caustic chemicals, outside weather conditions (including extreme hot and cold), risk of electric shock, radiation, vibration, long screen time, and disgruntled customers. The noise level during inspections may be loud.

The City of Lowell is a smoke and drug free employer and requires a physical with drug screen and CORI post-offer. This position requires compliance with all City policies.

Qualified individuals should apply by the deadline of August 12, 2022 by submitting application/resume with cover letter using the City of Lowell job opportunities online portal:


<https://ess.lowellma.gov/employmentopportunities>

The City is committed to encouraging diversity and inclusion through equitable opportunities for all community members. The aim is for our workforce, including contractors, to be truly representative of all sections of society and our community, and for each team member to feel respected while fostering belonging.

EOE/AA/504 Employer

Steven J. Duchesne
Executive Director

MEMORANDUM

TO: Mayor Sokhary Chau and Members of Lowell City Council
FROM: Steven J. Duchesne, Executive Director 
DATE: September 22, 2022
SUBJECT: Ordinance – Create new position: Cross-Connection/Backflow Administrator

In the proposed FY'23 budget (pages 719 and 758), the Lowell Regional Water Utility (LRWU) submitted a line item for a Cross-Connection/Backflow Administrator, which was approved earlier this summer by City Council. Since the funds were approved and appropriately allocated, the LRWU then drafted and submitted a job description for the new position to the Human Relations Department (HR); the job was assigned as ordinance rather than as union, therefore requiring the approval of City Council prior to being made available for applicants.

As you may well know, the Lowell Cross-Connection Control Program (LCCCP) has undergone many changes over the past few years, including:

1. Transition from paper inspections and data tracking to a fully digital database;
2. Incorporating new sites into the cross-connection survey and backflow prevention device testing programs;
3. Continued efforts to improve compatibility between the LCCCP's invoicing practices and those of the LRWU's Billing Department;
4. Reviewing federal, state, and local regulations to assess where updates and/or revisions need to be implemented;
5. Designing and implementing a new permit system to comply with relevant regulations;
6. Ensuring compliance with the Massachusetts Department of Environmental Protection (Mass DEP) by properly completing all required inspections in the designated time frame;
7. Improving public outreach and communication

Since the 1980s, the LCCCP has only comprised of two inspectors serving directly under the Superintendent of Distribution; at that time, less than 700 properties were being inspected

Steven J. Duchesne
Executive Director

annually. After all of the work that has been done over the past few years, there are now more than 2850 facilities which require inspections. Mathematically, this is a 280% increase in locations to inspect, and more than 75% of the LCCCP's database is new. The previously allocated two inspector positions cannot cover all of the labor required to ensure that these inspections are completed on time in addition to normal office duties, and the LCCCP needs a designated individual to manage all of the data, inquiries, permits, non-compliance, policy updates/revisions, invoices, and contracts associated with the program. The Superintendent of Distribution currently oversees three separate departments (the LCCCP, Billing, and field staff) and needs to appoint one individual to manage the program (not dissimilar to how the Billing Department has a Billing Manager).

The LCCCP exists to satisfy Mass DEP's regulation 310 CMR 22.22 and to maintain the safety and security of Lowell Water. Ensuring that this program is adequately staffed is critical to continuing the level of service the LRWU has promised to the community.

The LRWU humbly requests that City Council review and consider the aforementioned information and approve the description, as written, so that the LCCCP may proceed with making necessary changes to its structure to better match new program needs.

Thank you