

COMMONWEALTH OF MASSACHUSETTS  
CITY OF LOWELL

In City Council

ORDINANCE

An Ordinance creating two (2) new positions and establishing the salaries in various departments.

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The City Council, by virtue of the Massachusetts General Laws, Chapter 43, §105, has the authority 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. The following position and salary is created in the Department of Public Works:

One (1) Director of Plant Services  
FLSA Exempt  
DH01 - \$129,685.84 (min) to \$152,368.72 (max) annual  
40 hours per week

2. The following position and salary is created in the Lowell Regional Water/Wastewater Utility:

One (1) Chief Utility Officer  
Ordinance; Non-Union  
\$155,000 (min) to \$165,000 (max) annual  
40 hours per week

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inconsistent with this Ordinance shall continue in effect, but all provisions of said Code inconsistent herewith are repealed.

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:

Corey Williams  
City Solicitor

## City of Lowell

### Job Description

## City of Lowell

**Job Title:** Chief Utility Officer

**Department:** Wastewater/Water

**Reports To:** City Manager

**FLSA Status:** Exempt

**Union:** Ordinance/Non-Union

**Salary:** 155,000 to 165,000 annual; 40 hours per week

#### Summary:

The Chief Utility Officer is in charge of both the Water and Wastewater Departments and Enterprise Funds. The Director is responsible for the quality of the City's drinking water, ensuring it meets all guidelines and mandates of the MWRA, DEP, EPA, and other governmental agencies. The position is also responsible for the operation and maintenance of the City's sewer, drainage and combined collection, conveyance and discharge systems, including compliance with MWRA, DEP, EPA, and other governmental agency permit requirements. Responsible for managing and reviewing all Wastewater/Water Utility programs, with a particular focus on the successful implementation of the Lowell Combined Sewer Overflow (CSO) mitigation program and long-term control plan, adhering to the established EPA Consent Decree agreement.

In addition to infrastructure, the position is ultimately responsible for delivering the annual Department budget to the city managers team, as well as oversight of all municipal water and wastewater operations and management, including department purchases, staff safety and training, and reliable customer service. The Chief Utility Officer supervises employees directly or through subordinate Operations Managers and Superintendent in the performance of their duties.

#### Essential Functions:

The essential functions or duties listed below are intended only as illustrations of the various type of work that may be 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.

- Ensures public health and safety through the responsible provision of potable water and adequate fire protection and through the proper discharge of sewerage.
  - Serves as liaison between, and primary contact for, State and Federal regulatory agencies and the Water and Wastewater Department.
  - Secures all available funds/grants/loans to ensure compliance with all State, Federal, and local mandates and standards of operation of a local water/sewer system.
  - Supervises the construction, operation, metering, and billing of approximately 15,000 customer accounts.
  - Oversees the lead sampling program as mandated by Department of Environmental Protection (DEP) and Massachusetts Water Resource Authority (MWRA).
  - Oversees the lead service replacement program as mandated by DEP.
  - Formulates written policies and procedures to ensure regulatory compliance and ability to meet volatile conditions in the office and in the field.
  - Determines annual budgetary needs based on departmental goals and objectives and formulates revenue rates necessary to meet these needs.
  - knowledge of the laws and regulations concerning labor negotiation and collective bargaining contract administration.
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- Works as part of a team with the City Managers office, focused on proficient operation and maintenance of water, sewer and storm watch systems.
  - Knowledge of United States Environmental Protection Agency (EPA) and Massachusetts Dept. of Environmental Protection (DEP) permit requirements, laws, rules and regulations. Ability to establish effective working relationships with subordinates, representatives of the City, and the public. Initiative and resourcefulness in handling general administrative problems.

#### Education and Experience:

Bachelor's or Master's Degree, in civil engineering, environmental engineering, water resources management or related field preferred. Extensive experience 7+ years of progressively responsible experience in the maintenance and repair of water distribution system, wastewater collection systems, and storm water management. Five years of which were in a supervisory or management role or any equivalent combination of education, training and experience which provides the required knowledge, skills and abilities to perform the essential functions.

Demonstrated ability to direct and supervise the utilities and public act activities on a large scale and in a coordinated and efficient manner.

#### Special Requirements:

- Massachusetts Drinking Water License Grade 3 “In Full” (Grade 4 preferred);
- Wastewater Collections Certificate Grade 4 is preferred but not required.

#### - SUPERVISORY RESPONSIBILITIES:

Provides leadership and oversight to up to eight assigned subordinate managers, who are responsible for a total of 80 employees across various departments: Administration, Operations, Laboratory, Maintenance, Water Utility Distribution and Operations and Engineering Ensures the overall direction, coordination, and evaluation of these units, adhering to organizational policies and applicable laws. Responsibilities include interviewing, training employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.

#### LANGUAGE SKILLS

Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.

#### MATHEMATICAL SKILLS

Ability to work with mathematical concepts such as probability and statistical inference, and fundamentals of plane and solid geometry and trigonometry. Ability to apply concepts such as fractions, percentages, ratios, and proportions to practical situations.

#### REASONING ABILITY

Ability to define problems, collect data, establish facts, and draw valid conclusions. Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables.

**PHYSICAL DEMANDS** The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to talk or hear. The employee frequently is required to sit; use hands to finger, handle, or feel; and taste or smell. The employee is occasionally required to stand, walk, and reach with hands and arms. The employee must occasionally lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, and depth perception.

#### WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently exposed to moving mechanical parts, toxic or caustic chemicals, risk of electrical shock; and vibration. The employee is occasionally exposed to wet and/or humid conditions; high, precarious places; fumes or airborne particles; and outside weather conditions. The noise level in the work environment is usually moderate.

The City of Lowell is a smoke and drug free employer and requires a physical with drug screen and CORI, post offer.

**CITY OF LOWELL**  
**Job Description**

**Director of Plant Services**

**Job Title:** Director of Plant Services  
**Department:** Department of Public Works - Facilities  
**Reports To:** DPW Commissioner  
**Salary:** DH01 129,685.84-152,368.72  
**Ordinance** (FLSA Exempt) 40 hours

**SUMMARY:**

Facility Manager is responsible for managing efficient maintenance and operation of all building systems at the Lowell High School campus. The Building Operator is part of a team, under the general supervision of the DPW Commissioner which oversees the daily operations and management of public-school buildings throughout the City of Lowell. Responsibilities will include energy conservation measures, facility scheduling, post construction issues, maintenance, and facility functions. Facilities Manager will oversee all HVAC, lighting, plumbing (including neutralization systems), elevator service and security systems, and other facility-related systems. The position is forty (40) hours a week and through the completion of the LHS renovation project, the daily hours may be flexible where the individual may attend meetings outside the typical workday.

A strong commitment to the principles of diversity, equity, and inclusion as cornerstones of excellent public service.

**ESSENTIAL DUTIES AND RESPONSIBILITIES SUPERVISORY RESPONSIBILITIES**

This leadership role is vital to ensuring our buildings and grounds provide a safe, clean, and efficient environment that supports quality education and community use. Key Responsibilities: Facility Management: Supervise the day-to-day operations of the High School buildings and grounds, ensuring all facilities are maintained to the highest standards. Conduct regular inspections of buildings and grounds to maintain high standards of cleanliness, safety and readiness. Staff Supervision: Lead, schedule, and evaluate custodial and maintenance staff ensuring adherence to schedules and standards. Effectively communicate priorities, provide regular feedback, develop and implement training. Budget Oversight: Assist in developing and managing the facilities operations budgets, including procurement of materials, supplies, and services. Maintenance Planning: Coordinate preventive and predictive maintenance programs and ensure timely completion of repairs. Safety & Compliance: Ensure compliance with local, state, and federal regulations, including building codes, safety standards, and environmental guidelines. Vendor Coordination: Oversee contracts and work performed by external vendors and contractors. This will include but not limited to the following systems: Fire Alarm, Elevator, Emergency Generator, Security System, Wastewater Treatment, Gymnasium Equipment and Overhead Doors. Energy Efficiency: Develop strategies to improve energy efficiency and sustainability in facility operations. Emergency Response: Serve as the primary point of contact for facility-related emergencies and coordinate responses effectively.

Qualifications: Minimum of 5-7 year's experience in a progressive facilities management supervisory role(s) Proven experience in facilities management, preferably in an educational, healthcare or high-rise commercial office building setting. Ability to navigate and read the Alerton Building Automation System. This will include strict adherence to monitoring for daily alarms and dispatch corrective actions accordingly. Comprehensive knowledge of building systems (HVAC, plumbing, electrical), construction principles, maintenance processes, purchase and procurement practices. Ability to repair door hardware, replace air filters and belts. Ability to read and interpret construction drawings Excellent leadership and organizational skills, with the ability to manage and prioritize multiple tasks and teams. Familiarity with safety and compliance regulations (OSHA, ADA, etc.). Strong problem-solving skills and attention to detail. Proficiency in using facility management software, CMMS systems and Microsoft Office Suite.

Directly oversees third- party vendor carpenters, plumbers, welders, electricians, roofers, steamfitters, painter/glaziers, masons, general foreman, laborers, custodians, and other helpers in the Department of Public Works. May directly supervise the HVAC and other trades in the DPW in accordance with applicable union's collective bargaining agreements (CBA). Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws.

Oversees and contact person for third-party consultant and contracted services, all building trades, and Mechanical/Electrical & Plumbing (MEP) contractors. Supervises the temporary position of Clerk of the Works, as required. During the LHS renovation project, provides direct supervisory responsibility for said project and is key leadership personnel on the Owner's team.

## **QUALIFICATIONS**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

## **EDUCATION and/or EXPERIENCE.**

Bachelor's degree in facilities management, engineering, or a related field is preferred. Commonwealth of MA tradesperson license preferred. Electrical, Refrigeration Technician, or Plumbing.

The ideal candidate should demonstrate the ability to handle multiple tasks, be highly organized, have excellent writing skills, demonstrate proficient computer skills, and have a professional and team-oriented demeanor. A four-year degree in facility management, construction management, business administration/management and five (5) or more years in a related field in municipal or private facility management is preferred but not required. An equivalent amount of technical training in facility, plant engineering and maintenance, and significant direct work experience may be substituted.

## **LANGUAGE SKILLS**

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of organization. Ability to speak multiple languages, such as Spanish, Portuguese, or Khmer, is a plus.

### **MATHEMATICAL SKILLS**

Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume. Ability to apply concepts of basic algebra and geometry.

### **REASONING ABILITY**

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

### **CERTIFICATES, LICENSES, REGISTRATIONS**

Valid and current driver's license. additional certifications in facilities management are a plus. Excellent communication skills both written and oral.

### **PHYSICAL DEMANDS**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is required to sit, talk and hear. The employee is required to have mobility in order to move about the office; use hands to finger, handle, or feel objects, tools, or controls; reach with hands and arms on the floor or on ladder.

The employee must occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, depth perception, the ability to adjust focus, and the ability to distinguish colors.

Employee may be required to visit construction sites, navigate unstable terrain, and be exposed to inclement weather.

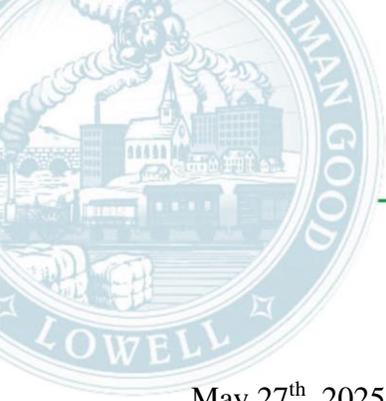
### **WORK ENVIRONMENT**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is occasionally exposed to wet and/or humid conditions; moving mechanical parts; high, precarious places; fumes or airborne particles; toxic or caustic chemicals; outside weather conditions; risk of electrical shock; explosives; risk of radiation; and vibration. The noise level in the work environment is usually loud.

The City of Lowell is a smoke and drug free employer and requires a physical with drug screen and CORI, post offer.

*Qualified individuals send resume and/or application to the Human Relations Office, Room 19, City Hall, Lowell, MA 01852, by 4:00 PM: Deadline ~ **TBD***  
*EOE/AA/504 Employer*



Thomas A. Golden, Jr.  
*City Manager*

May 27<sup>th</sup>, 2025

Mayor Daniel Rourke  
And  
Members of the Lowell City Council

Honorable Mayor Rourke and Members of the Lowell City Council,

I'm pleased to submit for vote a proposed ordinance amendment that would integrate the City's Water and Wastewater Departments into a single, unified public utility division under the leadership of a newly established Chief Utility Officer (CUO). In addition, this proposed amendment adds a new Director of Plant Services for the new Facility Department as well.

This change is an essential part of our larger, phased plan to modernize and strengthen Lowell's public utility infrastructure. The City of Lowell is preparing to launch a comprehensive capital improvement program over the next five years. This initiative, driven by historic investments in the City's water and wastewater infrastructure, will total more than \$300 million. The program encompasses both the modernization of the City's drinking water systems and major Combined Sewer Overflow (CSO) separation projects. The scale and complexity of this work demands a more streamlined and efficient organizational framework. The CUO position will be created by reassigning the currently vacant Wastewater Deputy Director position. This role will be responsible for integrating the operations of both the Water and Wastewater departments, optimizing internal procedures, and overseeing the execution of all related capital projects. Unifying the leadership under a single office will allow for better coordination, more efficient resource use, and a clear long-term vision for both systems. The Integration of these Departments offers several key benefits and efficiencies. It will eliminate duplication of some large equipment and vehicles, improve emergency response capabilities with a larger workforce, and reduce our reliance on outside contractors by enabling more in-house work. A larger cross-trained workforce will not only respond more effectively to emergencies but will also be positioned for internal advancement, fostering professional development and strengthening institutional knowledge. Furthermore, having a single point of leadership will support better planning and coordination of capital improvements and result in clear and consistent communication with the public.

The second change to this ordinance will be the creation of a Director of Plant Services as proposed in the FY26 budget. If approved, this individual will oversee two union employees and will be in charge of maintaining all public buildings with a special emphasis on the schools and specifically the LHS. Since I have become City Manager, the Council has made it clear that they want to incorporate a facilities division within our DPW. This foresight by the Council, will pave the way for the city to accurately maintain and plan on future capital expenditures as it relates to one of the city's greatest assets the public buildings. This new department is long overdue and with the creation of this new division, the city will be able to properly maintain our public buildings under



Thomas A. Golden, Jr.  
*City Manager*

one umbrella. This new division is step one in a multi step process of re-organizing city and school facility services with more discussions to happen.

I respectfully request your support so we can take this critical step toward building a stronger, more resilient public utility system and DPW for the City of Lowell.

Sincerely,

Thomas A. Golden, Jr.  
City Manager, City of Lowell