



City of Milford
Public Services Superintendent
Pay Grade: 10

Employment Status: Full-Time

FLSA Status: Exempt

Experience Required: Minimum of five (5) years' diverse and responsible experience in municipal operations including at least two (2) years' supervisory experience. Water Sampler Certification. Water Operator Certification. NIMS (National Incident Management System) ICS-100, ICS-200, ICS-300, FEMA IS-700 and FEMA IS-800 training. Possession and retention of a valid motor vehicle operator's license and Class B CDL (Minimum) issued by the State of Delaware is required. Valid Medical Examiner's Certificate is required. Must pass pre-employment testing for substance abuse, criminal background, motor vehicle driver's license history, and a pre-employment physical. Subject to random drug and alcohol testing in accordance with City policy.

Minimum Education Requirements: Bachelor's Degree in Public Works, Public Administration, Civil Engineering, or related-field preferred or an equivalent combination of education, training, and experience.

Direct Supervisor: Public Works Director

Supervisory Responsibility: Large group of employees

Primary Work Location: In/around/out of the City, with reporting and meetings, at the Public Works Facility.

Job Summary: The Public Services Superintendent is responsible for planning and managing the Solid Waste, Streets and Utilities, and Water and Wastewater Divisions, focusing on short- and long-term planning and implementing solutions that support City initiatives.

The Public Services Superintendent shall be committed to the mission, vision and values of the City and demonstrate such through ethical conduct, community stewardship, individual initiative, and responsive service. The Public Services Superintendent shall demonstrate leadership, management and technical skills through effective communication and collaboration, proper use of team resources, progressive decision-making, personal accountability, and responsibility.

Supervision Received: Work is performed under the general supervision of the Public Works Director.

Essential Job Functions: An employee in this position may be called upon to do any or all of the following essential duties:

- **Divisional Leadership & Operations:** Directs activities for the Solid Waste, Streets and Utilities, and Water and Wastewater divisions. Reviews and determines work priorities, assigns tasks through subordinate supervisors, and monitors performance.
- **Workforce Management & Training:** Assesses workloads, identifies opportunities for improvement, and implements changes. Reviews, initiates, and monitors safety and training requirements for personnel and equipment. Assists in staff selection, training, motivation, and evaluation. Provides or coordinates staff training and corrective action plans.
- **Customer Service & Public Engagement:** Responds to public inquiries and complaints, ensuring timely resolution and customer satisfaction.
- **Budgeting & Resource Allocation:** Prepares and supports annual operating and capital budgets. Approves forecasts for staffing, equipment, materials, and supplies. Stays informed on new developments in equipment and technology to optimize resource utilization.



City of Milford Public Services Superintendent

Pay Grade: 10

- **Emergency & Infrastructure Management:** Oversees emergency plans and schedules work crews for weather-related events and other community-impacting emergencies. Inspects water and wastewater facilities and ensures compliance with state and federal regulations.
- **Water & Wastewater System Oversight:** Operates water and wastewater systems to meet regulatory standards. Performs and documents well and sewer readings, conducts quality checks of water samples, and performs preventive maintenance and minor repairs. Assists with the management, repair, and maintenance of the SCADA system.
- **Reporting & Compliance:** Prepares clear and concise reports and correspondence. Ensures compliance with all relevant regulations, safety protocols, and operational policies.
- **Other Duties:** Performs related work as required.

Essential Functions, Qualifications, & Knowledge, Skills, and Abilities (KSA) for Employment: An employee in this class must have the following knowledge, skills, and abilities upon application:

Knowledge

- Project management and contract administration principles and practices.
- Methods, materials, and equipment used in road repair and road construction.
- Principles and practices involved in the design, construction, and operation of domestic and industrial wastewater treatment processes, collections systems, and both surface and subsurface disposal systems; knowledge of physical, chemical, and biological interactions of soils with surface and subsurface water.
- Principles and practices of environmental conservation, ground water management, street and storm drain maintenance, facility maintenance, pavement maintenance and refuse collection.
- SCADA systems

Skills

- Time management.
- Multi-tasking.
- Able to understand written and oral communication.

Abilities

- Adherence to all applicable Federal and State safety laws, rules and regulations and City safety policies/procedures.
- Compliance with training directives established by supervisory/managerial personnel.
- Ability to delegate, manage, and supervise effectively.
- Ability to lead and motivate others to achieve goals.
- Establishes and maintains effective and cooperative working relationships.
- Analyzes problems, identifies alternative solutions and implements recommendations.
- Operates heavy equipment.



City of Milford
Public Services Superintendent
Pay Grade: 10

Signatures / Date

- I have read the job description for my position. I understand and accept the requirements as stated.
- I have read the job description for my position. I would like to have a second review of the job description with my manager and human resources.

Department Director: _____

Employee: _____

Human Resources Director: _____