



Are you looking for a fantastic career at Aqua? We have a great opportunity for an Operations Team Lead in the University Park, IL area! This person will be responsible for prioritizing / assigning day-to-day operational tasks of Technicians 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:**

- Prioritize and assign the day-to-day operations of Technicians in the assigned area.
- Ensure that sufficient staff or contractors are assigned to complete both emergency and planned work, and that necessary equipment and goods are available to complete the tasks accordingly.
- Report directly to the Area Supervisor and provide back-up support, as needed (this person may serve temporarily in the Supervisor's stead if the supervisor is away on leave).
- Serve as a short-term replacement for any subordinate staff if/when they are not available.
- Provide training to new staff on requirements of the position as well as providing supplementary guidance to staff that are having difficulty meeting the requirements of their position.
- Ensure that subordinate staff are efficiently and effectively completing assigned duties.
- Ensure subordinate staff are correctly using business software; this includes (but is not limited to) Service Link, SAP, and TimeTrack.
- Review and approve time entry for subordinate staff.
- Review the work of contractors to determine if their work is completed effectively and efficiently.
- Develop contractor business relationships to assist with completing utility field work.
- Assist with Inventory Control and ensure inventory control procedures are consistently followed.
- This person will be expected to be based primarily in the field with minimal time spent in the office.
- This person will be assigned to on-call field supervision duty when needed.
- Other duties may be assigned, as needed.

**QUALIFICATIONS:**

- High School Diploma (or equivalent) is required; Bachelor's degree is preferred.
- At least 3 years of professional experience working in Operations and Maintenance (O&M); experience working with Wastewater Utility system(s) is preferred.
- IEPA Municipal Wastewater Operator minimum Class 3 license is required.
- A Valid U.S. Drivers license is required and a CDL is preferred; this person will be required to obtain a Class-C CDL with HazMat endorsement within 6 months of employment in this position.
- Must reside within 30 minutes of the plant.

**KNOWLEDGE, SKILLS, AND ABILITIES:**

- Proficient in Microsoft Office (Outlook Email, Word, Excel, etc.).
- Excellent written and verbal communications skills; this person will be expected to 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.
- Must be able to articulate technical information from plans and specifications
- A Team Player demeanor with the ability to work effectively and multi-task in a team-fostered 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 traveling to work sites of Essential Utilities and/or other constituents (if applicable).