

Assistant Manager of Water Distribution

Water Distribution Operations

Atlantic City Municipal Utilities Authority

Salary Range: \$75,000 - \$78,030 annually

Starting salary will be commensurate with qualifications, experience, certifications, and demonstrated capabilities.

Position Status: Full-Time

Application Deadline: Open Until Filled

About Us

For more than a century, the Atlantic City Municipal Utilities Authority has provided the water that helps Atlantic City live, work, grow, and welcome the world.

Since the 1880s, our water system has supported the growth and evolution of Atlantic City. Today, ACMUA serves residents, businesses, casinos, hotels, healthcare facilities, schools, and the millions of visitors who come to the region each year. We operate one of the largest and most complex public water systems in New Jersey, producing award-winning drinking water from both surface and groundwater sources through a conventional surface water treatment plant, multiple pumping and storage facilities, and an extensive distribution network that must operate reliably 24 hours a day, 365 days a year.

As Atlantic City moves through a period of redevelopment, reinvestment, and growth, reliable water infrastructure is essential to what comes next. ACMUA is part of that progress, providing the foundation that supports homes, businesses, tourism, public services, and future development.

We are proud of our history, but we are focused on the future. ACMUA is investing in infrastructure, developing employees, and building a workplace grounded in our core values of respect, communication, and the pursuit of excellence. We want people who take pride in their work, solve problems, and want to be part of something that matters.

At ACMUA, we provide careers, not just jobs. This is an opportunity to join a respected public utility with a vital mission, a strong legacy, and the chance to build a career helping shape the future of one of New Jersey's most important and recognizable cities.

The Opportunity

The Atlantic City Municipal Utilities Authority is seeking an Assistant Water Distribution Manager to help lead daily distribution operations, meter operations, regulatory compliance, and the continuous improvement of one of New Jersey's largest and most complex public water distribution systems.

Reporting directly to the Water Distribution Manager, this position serves as a key member of the department's leadership team and plays an essential role in overseeing daily field operations, supervising distribution and meter operations personnel, managing the Authority's meter reading and customer metering programs, coordinating emergency response activities, supporting capital improvement initiatives, and ensuring compliance with applicable federal and state drinking water regulations. The Assistant Water Distribution Manager also oversees the operational response to customer service matters related to the water distribution system, including meter concerns, leak investigations, service issues, and coordination with the Authority's Customer Service Department. The successful candidate will work closely with the Water Distribution Manager, Authority leadership, Engineering, Treatment Operations, Customer Service, Finance, contractors, consultants, and regulatory agencies to support the reliable delivery of safe drinking water and responsive customer service.

This position offers an opportunity to expand leadership responsibilities while helping manage critical operational functions that directly impact customer service, regulatory compliance, system reliability, and the Authority's day-to-day operations. The Assistant Water Distribution Manager will support workforce development, operational planning, infrastructure improvements, continuous process improvement, and the implementation of departmental initiatives while serving as a leader within the Water Distribution Department.

This is an opportunity to make a meaningful impact, develop professionally, strengthen operational performance, maintain compliance with state and federal drinking water regulations, and play an important leadership role in shaping the future of one of New Jersey's most important and recognizable cities.

Position Overview

Assists in planning, organizing, directing, and managing the operation, maintenance, construction, regulatory compliance, and continuous improvement of the Authority's water distribution system, with primary responsibility for overseeing daily distribution operations,

customer metering operations, and operational customer service activities related to the water distribution system.

Provides leadership and direction to distribution operations supervisors, meter operations supervisors, and other assigned personnel responsible for the operation and maintenance of water mains, valves, hydrants, service lines, meters, distribution facilities, and related infrastructure. Oversees the Authority's meter reading and customer metering programs and the operational response to customer service matters involving meter concerns, leak investigations, service requests, and other distribution-related issues while working closely with the Water Distribution Manager, Engineering, Treatment Operations, Customer Service, contractors, consultants, and regulatory agencies to ensure reliable system performance, regulatory compliance, effective operational management, and responsive customer service.

Exercises independent judgment in directing daily operations through subordinate supervisors, managing personnel and resources, coordinating emergency response activities, supporting capital improvement initiatives, identifying opportunities for operational improvement, and ensuring the safe, reliable, and efficient operation of the Authority's water distribution system. Serves in the absence of the Water Distribution Manager as required.

Key Responsibilities

- Oversees the operation, maintenance, repair, construction, and continuous improvement of the Authority's water distribution system.
- Provides leadership and direction to distribution operations supervisors, meter operations supervisors, and other assigned personnel by establishing expectations, communicating departmental priorities, supporting employee development, and ensuring departmental objectives are achieved.
- Oversees the daily activities of distribution operations and meter operations by working through subordinate supervisors to coordinate staffing, prioritize work assignments, monitor productivity, resolve operational issues, and ensure efficient and responsive service delivery.
- Holds supervisors and employees accountable for operational performance, customer service, regulatory compliance, productivity, attendance, safety, and adherence to Authority policies and procedures.

- Manages the Authority's meter operations, including meter reading activities, meter installations and replacements, meter maintenance, operational support for customer billing, and related customer metering functions.
- Oversees the operational response to customer service matters involving leaks, meter concerns, high bill investigations, service requests, and other distribution-related issues while coordinating closely with the Customer Service Department.
- Oversees the planning and coordination of water service installations, service replacements, meter replacements, and other customer service field activities to ensure timely completion, quality workmanship, and responsive customer service.
- Ensures compliance with all applicable federal, state, and local regulations governing water distribution operations, water quality monitoring, distribution system compliance activities, and other NJDEP and USEPA requirements.
- Coordinates daily work activities, staffing assignments, work schedules, equipment utilization, and operational priorities to maximize efficiency, productivity, and customer service.
- Coordinates emergency response activities involving water main breaks, service interruptions, water quality concerns, severe weather events, and other operational emergencies.
- Promotes a culture of safety by ensuring compliance with Authority safety policies, applicable OSHA requirements, safe work practices, and employee training while supporting the Authority's commitment to a safe work environment.
- Coordinates with Engineering, Treatment Operations, Customer Service, Finance, contractors, consultants, and other departments to support infrastructure improvements, meter operations, customer service initiatives, and Authority objectives.
- Assists in the planning and implementation of distribution-related capital improvement projects, infrastructure improvements, departmental operational improvements, and continuous process improvement initiatives.
- Participates in budget preparation, operational planning, resource allocation, and departmental performance improvement initiatives.
- Monitors system performance and operational metrics to identify opportunities to improve operational efficiency, reliability, regulatory compliance, customer service, and employee effectiveness.

- Ensures the proper maintenance and availability of departmental vehicles, equipment, facilities, tools, and infrastructure assets.
 - Assists in the development and implementation of departmental policies, procedures, standard operating procedures, personnel matters, and collective bargaining agreement administration.
 - Prepares reports, correspondence, regulatory documentation, presentations, operational analyses, and other administrative records as required.
 - Serves in the absence of the Water Distribution Manager as required.
 - Performs other related duties as assigned.
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Knowledge, Skills, and Abilities

- Thorough knowledge of water distribution system operations, maintenance, construction, customer metering, and regulatory requirements.
- Thorough knowledge of applicable NJDEP, USEPA, and federal and state drinking water regulations governing public water distribution systems.
- Knowledge of water quality monitoring, distribution system compliance programs, emergency response, safety practices, and industry best practices.
- Knowledge of supervisory and management principles, including employee development, performance management, coaching, accountability, conflict resolution, and workforce planning.
- Knowledge of work planning, scheduling, resource allocation, operational budgeting, and asset management principles.
- Knowledge of customer metering operations, meter reading programs, customer service practices, and utility billing support functions.
- Knowledge of continuous process improvement principles and the ability to identify opportunities to improve operational efficiency, customer service, and departmental performance.
- Ability to lead and motivate supervisors and employees while fostering a culture of accountability, communication, respect, safety, teamwork, and operational excellence.

- Ability to prioritize multiple assignments, allocate personnel and resources effectively, and make sound operational decisions in both routine and emergency situations.
 - Ability to communicate effectively with employees, customers, contractors, consultants, regulators, elected officials, and the public.
 - Ability to establish productive working relationships across departments while collaborating effectively with supervisors, Authority leadership, and external stakeholders.
 - Strong analytical, organizational, leadership, problem-solving, and decision-making skills.
 - Ability to exercise sound judgment, resolve operational challenges, develop practical solutions, and maintain accountability for assigned responsibilities and departmental performance.
 - Proficiency with Microsoft Office Suite and the ability to utilize GIS, asset management systems, computerized maintenance management systems (CMMS), meter management software, and other utility-related technology.
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Minimum Qualifications

- High school diploma or equivalent required.
- Minimum of five (5) years of progressively responsible experience in public water distribution, public utilities, municipal operations, construction, public works, or a closely related field, including experience supervising employees or leading field operations.
- Ability to obtain and maintain a minimum New Jersey Water Distribution System Operator (W-1) license within two (2) years of appointment.
- Demonstrated experience supervising employees, coordinating daily operations, managing multiple priorities, and responding effectively to operational and emergency situations.
- Working knowledge of employee safety principles and the ability to learn applicable federal, state, and local regulations governing public water distribution systems.
- Valid New Jersey driver's license with the ability to maintain insurability under the Authority's vehicle insurance program.

Preferred Qualifications

- Possession of a New Jersey Water Distribution System Operator (W-1, W-2, W-3, or W-4) license.
- Experience supervising water distribution operations, meter operations, customer metering, public works, utility construction, or other related utility operations.
- Experience leading supervisors and managing through subordinate leadership staff.
- Experience coordinating infrastructure construction, maintenance, and capital improvement projects.
- Experience with GIS, computerized maintenance management systems (CMMS), asset management software, meter management systems, AMI technology, or other utility-related software.
- Demonstrated commitment to employee development, accountability, safety, customer service, and continuous process improvement.

Compensation and Benefits

In addition to a competitive salary, ACMUA offers a comprehensive benefits package that includes:

- Participation in the New Jersey Public Employees' Retirement System (PERS)
 - Medical, dental, and vision coverage
 - Paid vacation, sick leave, personal leave, and holidays
 - Professional development and licensing support
 - Authority vehicle provided in accordance with Authority policy
 - Long-term career growth within a respected public utility
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Physical Demands and Work Environment

Work is performed in both office and field environments and may require visits to distribution facilities, construction sites, emergency response locations, and other operational assets. Duties may involve exposure to varying weather conditions and participation in emergency response activities outside normal business hours.

Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions of the position.

Equal Employment Opportunity

The Atlantic City Municipal Utilities Authority is an Equal Opportunity Employer and complies with all applicable federal and state laws prohibiting discrimination in employment. Employment decisions are made without regard to race, color, religion, sex, sexual orientation, gender identity or expression, national origin, age, disability, veteran status, or any other protected status under applicable law.