

Indiana American Water

Location: Gary, IN

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Job Title: Superintendent Operations

Share Our Purpose. Be Yourself. Feel Valued.

People are the heart of our business. As an American Water employee, you will be offered a competitive salary and health benefits package, along with opportunities to develop, grow, and evolve your career. Our benefits packages focus on key areas such as health & wellness, emotional & well-being, and savings for current & future goals.

We are **Beautifully Different**. We strongly believe having diversity across our company makes us more successful and helps us provide essential services to our customers. We are stronger because we embrace different ideas, viewpoints, experiences, and backgrounds. American Water is the best choice for your next role! [Click here](#) for more information on our inclusion, diversity, and equity journey.

About American Water

American Water (NYSE: AWK) is the largest regulated water and wastewater utility company in the United States. With a history dating back to 1886, We Keep Life Flowing® by providing safe, clean, reliable and affordable drinking water and wastewater services to more than 14 million people across 14 regulated jurisdictions and 18 military installations. American Water's 6,500 talented professionals leverage their significant expertise and the company's national size and scale to achieve excellent outcomes for the benefit of customers, employees, investors and other stakeholders.

As one of the fastest growing utilities in the U.S., American Water expects to invest \$30 to \$34 billion in infrastructure repairs and replacement, system resiliency and regulated acquisitions over the next 10 years. The company has a long-standing history of executing its core operations, aligned with sustainable best practices, through its commitments to safety, affordability, customer service, protecting the environment, an inclusive workforce and strengthening communities.

American Water has been recognized on the 2023 Bloomberg Gender-Equality Index for the fifth consecutive year, ranked 18th on Barron's 100 Most Sustainable U.S. Companies 2023 List, earned the U.S. Department of Homeland Security SAFETY Act designation and U.S. Environmental Protection Agency's WaterSense® Excellence Award, among additional state, local and national recognitions.

For more information, visit [amwater.com](https://www.amwater.com) and join American Water on [LinkedIn](#), [Facebook](#), [Twitter](#) and [Instagram](#).

Work Schedule

Monday to Friday 7:00 a.m. to 3:30 p.m. On-call once a week and then every 5th week

Primary Role

Direct the day-to-day management, development and operations of the distribution system and personnel of the Company engaged in the functional area of water and/or wastewater operations.

Key Accountabilities

- Assists in planning regional construction, operations, and maintenance within established budget limitations. (10%)
- Lead the implementation of standards, targets, policies, and plans to ensure the continuing and increasing operational efficiency, effectiveness, and profitability. (10%)
- Ensure that operational integrity (quality, environment, reliability, health, safety, security, etc.) is maintained. (10%)
- Controls materials through the preparation and recommendation of economical and efficient programs to meet cost effective solutions to meet customers' expectations and technical requirements and to encourage best practice and innovation throughout all operational areas. (10%)

- Involved in establishing and managing personal relationships and rapport with political, civic and key stakeholders within area of responsibility.
- Could interface with regulatory entities and represent company positions at regulatory proceedings and hearings. (10%)
- Execute effective reporting processes. Provide analysis and support to manager with information required for various reports, budgets, and business plans. (10%)
- Implement and foster the coaching and development of employees, including idea generation, within respective functional areas.
- Support the Business Development function in the operational analysis pricing and integration of water and wastewater business opportunities in both the regulated and non-regulated markets.
- Supports manager to ensure effective people management policies and practices are developed and implemented (e.g., time and attendance, workforce management, etc.) and ensure resources are developed and deployed appropriately.
- Continue to reinforce the importance of developing a diverse workforce.
- Work collaboratively with other functional leads to mitigate business risks.
- Involved in establishing and managing personal relationships and rapport with political, civic and key stakeholders within area of responsibility.
- Could interface with regulatory entities and represent company positions at regulatory proceedings and hearings. (40%)

Knowledge/Skills

- Knowledge of the regulated water/wastewater business within the region and the regulations impacting the business as well as applicable regulations, requirements, and trends within water/wastewater business.
- Knowledge of company policies and procedures and management theories, practices, and trends.
- Expert knowledge of process and operational areas.

Experience/Education

- Bachelor's Degree in operational discipline, management, or related technical discipline or equivalent experience.
- Three (3) years managing operational areas and operating units, and managing and meeting performance targets.

Competencies

Champions safety

Customer obsessed

Cultivates innovation

Nimble learning

Drives Results
Collaborates

Join American Water...**We Keep Life Flowing™**

American Water is firmly committed to Equal Employment Opportunity (EEO) and prohibits employment discrimination for employees and applicants based on his or her age, race, color, pregnancy, gender, gender identity, sexual orientation, national origin, religion, marital status, citizenship, or because they are an individual with a disability, protected veteran or other status protected by federal, state, and local laws.