

12/09/2020

To Whom It May Concern,

I am an award winning Municipal Utilities & Public Works Manager interested in a career position within the areas of Water, Wastewater, Street, and or, Parks & Recreation Department Operation Management and Administration. I have over 35 years of progressive experience working in the municipal public services and utilities services industry. This experience includes over ten years of management & administration experience in the areas of public works services including: Customer Service Management; Water, Wastewater, Electric, and Gas Utilities Management & Supervision; Storm Water, Road & Street, Parks & Recreation Department oversight and management. My experience includes multi-departmental budget development & oversight, employee development along with health & safety program training and oversight. I have experience developing short & long-term plans, including: Infrastructure maintenance, capital improvement projects, community economic development, and revenue and cost planning.

I have excellent organization skills and know how to build and sustain efficient and superior performing teams. My experience also includes performance management, construction design/plan/review, construction inspection, as well as, quality control and preventive maintenance program development. I have managed capital improvement projects for water, wastewater, storm water, and electric utilities, as well as, roads & sidewalk projects.

My past community administration experience also includes serving as the ADA compliance official, EMA (Emergency Management Agency) representative, City/County Economic Advisory Board, local Chamber of Commerce member, Tree Board, Library Board, and LTAP (Local Technical Assistance Program) representative for State Funded

road/sidewalk/bridge/storm water project submittals.

I believe that well run municipal public services & utilities are vital to the health & sustained growth of a community and my superior management oversight has improved efficiencies, reduced operating cost, and increased revenues for each community, utility, and department where I have worked & served. I have experience in conflict resolution and contract negotiations. Besides numerous services and capital improvement contracts I have also helped negotiated 5 labor agreements. I am an excellent public speaker and have experience dealing with the general public, councils, boards, and civic organizations. I have experience developing and maintaining good working relationships with all stakeholders, including State and Federal regulatory agencies.

I have two college degrees and graduated with honors from both universities that I attended, and I am a firm believer in life-long learning. I have plans to complete my Master's Degree in Business Administration and add additional certifications related to municipal services and the public works infrastructure management industry.

You will find me to be hard working, dedicated, reliable, and confident in my management & leadership abilities. I excel within environments where multi-tasking is required and have experience managing several departments and projects simultaneously. I would appreciate your consideration.

Sincerely,

Robin L. Merchant

ROBIN L. MERCHANT

Education

A.S. Applied Business Studies & Supervision,
Indiana University; (Honors).

B.A. Business Administration,
Indiana Wesleyan University (Magna Cum Laude)

Years of Public Works & Utility Asset Management Experience 35

Expertise

Water and Wastewater Utility
Maintenance
& Operations Management.

Infrastructure Project and Construction
Plan Review & Management.

Utility Regulatory Compliance.

Customer Service.

Standard Operating Procedure
Review & Development

Municipal & Industrial Asset
Management.

Budget Development & Oversight.

Utility & Public Works Jobsite Safety
Training.

Contract Negotiations.

Continuing Education

OSHA 10-Hour Safety Training
Completion.

Local Technical Assistance Program
(LTAP) Training
—Purdue University.

Wells County Indiana Leadership
Academy—Level I & II

Electrical Power Distribution & Safety
Training—Electric League of Indiana.

Homeland Security Training for Water
Utilities.

Experience:

Director of Operations for Public Works Projects, Envirolink of Indiana
115 W. Washington, St. Suite 1310
Indianapolis, IN. 46204
(614) 901-6355

Responsible for assisting in business development activities. Public Works & Utility Management; Asset Management Projects & Consulting Contracts.
02/2019 to 02/2020

Director of Public Works – Inframark, LLC (formally Severn Trent, Inc.)
220 Gibraltar Road #200
Horsham, PA 19044
(215) 646-9201

Responsible for all activities of the Town of Syracuse, Indiana Water & Wastewater Utilities, and Street Department; all regulatory reporting to IDEM, INDOT, Federal EPA; Health & Safety Programs, Employee Training. Responsible for all budget development and oversight. Aid in grant writing and capital improvement funding submittals, Town LTAP Representative. Monthly reports to Town Council. Provides consulting in decision making processes related to Public Works, Capital Improvement Projects, and Economic & Community Development, including writing bidding specifications. Provided independent consulting from 01/2019 through 08/2019 for Inframark.
07/2015 to 01/2019
01/2019 through 08/2019

Water Operations Supervisor – Citizens Westfield Utilities
Citizens Energy Group, Indianapolis
2020 N. Meridian St.
Indianapolis, Indiana 46202
(317) 924-3311

Responsible for all water utility operations within the service territory of Westfield, Noblesville, and Carmel Indiana. During the transition of ownership from the City of Westfield to Citizens Energy Group. This included environmental compliance for four (4) water treatment facilities and associated water distribution system, as well as, customer service operations and inspections. Supervising staff and scheduling work activities. Budget oversight.
05/2015 to 07/2015

Pretreatment Coordinator - City of Kokomo, Indiana
100 S. Union
Kokomo, Indiana 46901
(765) 456-7444

Responsible for operational oversight & management of the City of Kokomo Pretreatment Department & Programs, including: Industrial Discharge Permitting, Monitoring & Compliance Oversight; FOG Program oversight and development; Indiana Department of Environmental Management (IDEM) and EPA reporting.
05/2013 to 05/2015

Licenses / Certifications

WT-3 Water Operator - State of Indiana
DSL Water Distribution System—State of Indiana
Class III Wastewater Operator—State of Indiana
Class C Industrial Wastewater— State of Indiana
Grade 3 Water treatment Operator—State of Arizona
Grade 4 Water Distribution—State of Arizona
Grade 3 Wastewater Operator—State of Arizona
Grade 3 Wastewater Collection System—Arizona

Qualify to take Water Treatment Operator Class IV / V exam and Wastewater Treatment Operator Class IV & D State of Indiana Exams.

Awards

Water & Wastewater Utility Manager Of The Year—Alliance of Indiana Rural Water 2017.

Award of Excellence for Outstanding Operation & Maintenance of a Pollution Control Facility
—United States Environmental Protection Agency (EPA).

Hobbies & Interests

Youth Baseball & Basketball Coaching (Multiple League, Tournament, and State Championships in baseball).

Auto Racing;
Slot Car Racing & Collecting;
Hiking & Backpacking (I Have hiked the Grand Canyon 4 times).

Biking and Motocross Racing

Contact Information

Phone: 765-432-9629

Emails:

speedyslot@aol.com

robm11636@gmail.com

Address: 1705 Boca Raton,
Kokomo IN. 46902

Director of Public Works - City of Sullivan, Illinois
2 West Harrison
Sullivan, Illinois 61951
(217) 728-4383

Responsible for the management of city services, including operations management, project management, capital improvement & development planning, budgetary oversight of multiple city departments, Including: Wastewater, Water, Gas, and Electric Utilities, as well as, the Street, Park, and Police Departments. I was also involved with the City Civic Center maintenance operations, Chamber of Commerce, and Economic Development Committees.
05/2012 through 04/2013

Wastewater Superintendent - City of Bluffton, Indiana
128 East Market Street
Bluffton, Indiana 46714
(260) 824-1520

Responsible for all operational, compliance, and budgetary aspects of the Sewer Utility, including two wastewater treatment facilities and collection system, all departmental reports.
04/2010 through 08/2012

Water Operations Supervisor - City of Westfield Public Works
2706 East 171st,
Westfield, Indiana 46074
(317) 804-3000

Responsible for all water utility operations, including quality control & production of 4 water treatment facilities and associated well fields, water distribution system, field customer service activities, inventory control & purchasing, budget over-sight, and all departmental reports.
10/2005 through 08/2009

Powerhouse & Wastewater Plant Operator (UAW Pipefitter)
Metaldyne Machining (formally Daimler Chrysler, New Castle)
1817 'I' Avenue, New Castle, Indiana, 47362
(Plant Closed)

Powerhouse / Wastewater Operations. In charge of third shift operations Including Industrial Wastewater Treatment, D.I. Water Production, Processed Steam & Air Production, Cooling Towers, and Back-up Power Generation. Responsible for maintaining Local, State, and Federal Wastewater Discharge Standards.
02/2004 to 07/2005

Machine Operator, Production/Quality Inspection
Daimler Chrysler Corporation
1801 S. Reed Road, Kokomo, Indiana 46902
(765) 854-4201

Automotive parts machining operations and quality control inspection.
01/2000 to 02/2004

Location Supervisor / Project Manager - Product Action, Inc.
7998 Center Pointe Drive, suite 800
Indianapolis, Indiana 46256
(Business Closed)

Management of various quality control & containment projects at various tier one and tier two automotive parts manufacturing facilities: Daimler Chrysler, Toyota USA, Dana Corp, TRW, and General Motors. Work included: Supervising up to 100+ inspectors at multiple locations, project layout, writing inspection criteria & SOPs, customer interface and generating quality and analysis reports.
10/2002 to 09/2003

Indiana American Water Company, Inc. (American Water)
1700 East Superior
Kokomo, Indiana 46901
(765) 454-6976

Customer Service Technician, Meter Reader, Water Treatment Plant Operator, Lab Tech, Distribution Maintenance.
07/1984 to 05/2001

Center Township Assessors Office – Kokomo
220 N. Main St.
Kokomo IN 46901
(765) 456-2226

Deputy Tax Assessor. Investigations & inspections of all permitted residential construction within Center Township including making detailed drawings and notes, confirming measurements and materials match permit applications. Determining percentage of completion.
08/1984 to 12/1990

Wastewater Treatment Plant Operator, Plant Maintenance & Lift Station Supervisor
City of Kokomo Wastewater Utility
1501 West Markland Avenue, Kokomo, Indiana 46901
(765) 456-7444

Responsible for Treatment Plant Operations on various shifts; Plant Maintenance; Lift Station Maintenance; Supervisor.
10/1980 to 07/1984

***Note:** Many times, during my career, I have worked more than one employment position at the same time.

Additional Work Experience listings, Education Transcripts, and references are available upon request.