



## New Jersey’s Water Workforce: Strategies for Strengthening Recruitment, Retention, and Succession Planning

**Description:** New Jersey’s water and wastewater systems are facing real workforce challenges as many experienced operators are nearing retirement and fewer people are entering the field. Utilities need practical strategies to recruit and retain qualified staff—and to keep institutional knowledge from walking out the door. This free, in-person workshop offers practical tools to help managers and public works staff plan ahead and build a stronger team. The session will cover how to work within civil service rules, plan for succession, offer more competitive salaries, and communicate job opportunities more effectively. Participants will also learn about the [NJWA Apprenticeship Program](#). Whether you're thinking about long-term staffing needs or trying to fill open positions today, this training will help you take the next step.

**Who should attend?** This workshop is designed for water and wastewater utility leaders in New Jersey, including directors, superintendents, managers, public works officials, and others involved in hiring, budgeting, staff development, or long-term planning.

### **Agenda (8:00 AM – 1:15 PM)**

<b>8:00 – 8:30 AM</b>	Participant Sign-In
<b>8:30 – 8:45 AM</b>	<a href="#">Matt Maffei, NJWA</a> - Introduction & Background
<b>8:45 – 10:00 AM</b>	<a href="#">Averi Davis, SU-EFC</a> - Workforce Retention, Strategies for Setting Competitive Salaries
<b>10:00 – 10:15 AM</b>	<b>BREAK</b> (Coffee and Refreshments provided)
<b>10:15 – 10:45 AM</b>	<a href="#">Matt Maffei, NJWA</a> - Navigating NJ Civil Service
<b>10:45 – 12:00 PM</b>	<a href="#">Sarah Diefendorf, CC</a> - Recruitment & Strategic Communication
<b>12:00 – 12:30 PM</b>	<a href="#">Averi Davis, SU-EFC</a> - Succession Planning, Knowledge Transfer
<b>12:30 – 1:00 PM</b>	<a href="#">Matt Maffei, NJWA</a> - NJWA Apprenticeship Program
<b>1:00 – 1:15 PM</b>	Wrap-up/Adjourn

### **Dates & Locations:**

**April 29, 2025:** Brooklawn Community Center, 101 2nd Street, Brooklawn, NJ 08030

**April 30, 2025:** Hightstown Fire Dept Hall, 140 North Main St, Hightstown, NJ 08520

**May 1, 2025:** Mt Olive Twp Council Chambers, 204 Flanders-Drakestown Rd, Budd Lake, NJ 07828

### **Accreditation:**

4.0 Training Contact Hours for NJ-Licensed Water/Wastewater Operators: TCH Course Number 04-042501-30

4.0 Hours toward license renewal for NJ Certified Public Work Managers: DLGS-NJWA-285 (4.0 Mgmt.)

### **Instructors:**

Matt Maffei, Program Coordinator, [NJ Water Association \(NJWA\)](#)

Averi Davis, Program Manager, [Syracuse University Environmental Finance Center \(SU-EFC\)](#)

Sarah Diefendorf, Executive Director, [The Capacity Collaborative \(CC\)](#)

Please plan to arrive by 8:00am

No More than four registrants per employer/system

Pre-registration is required at [www.njwater.org](http://www.njwater.org)