



May 2016  
FLSA: NON-EXEMPT

## **WATER DIVISION OPERATOR 1**

### **DEFINITION**

Under direct supervision, performs fieldwork in reading water meters and recording amounts consumed for billing purposes; performs a variety of routine to skilled work in the installation, repair and maintenance of the District's water meter boxes and related equipment; makes field service calls to customers to perform a variety of service and collection tasks; turns water service on and off per customer request or District policy; performs a variety of routine to skilled work in the operations, installation, repair and maintenance of the District's water system. Accepts direction to perform operations, installation, maintenance and repair of machinery, equipment and infrastructure related to the District's water system facilities to ensure proper operation and compliance with all requirements of Federal, State and local laws including California Department of Public Health drinking water standards and performs other related work as required.

### **SUPERVISION RECEIVED AND EXERCISED**

Receives general direction from the Water Division Supervisor. Technical or functional supervision and/or training may also be provided by a Water Division Operator 3. No direct supervision of staff is exercised.

### **CLASS CHARACTERISTICS**

This is the entry-level class operator in the Water Division that is responsible for turning water services on or off, setting, maintaining, repairing and reading meters, collecting delinquent bills and inspecting customer property for leaks and other billing related issues. Responsibilities require the use of tact, discretion, independent judgment and frequent interaction with the public. Responsibilities include inspecting and attending to assigned areas in a timely manner and performing a wide variety of tasks related to the installation, maintenance and repair of water meters. Also responsible for assisting the Water Division Team with ensuring that the day-to-day operation, installation, maintenance and repair of various water system facilities and equipment meet accepted quality and operational standards. Initially under close supervision, incumbents with basic operation and maintenance experience learn District infrastructure, systems and facilities, use of tools and equipment and a wide variety of practices and procedures. As experience is gained, assignments become more varied and are performed with greater independence. This class is alternately-staffed with Water Division Operator 2 and incumbents may advance to the higher level after gaining the knowledge, skill, experience, licenses and certifications which meet the qualifications for and demonstrating the ability to perform the work of the higher-level class.

### **EXAMPLES OF ESSENTIAL FUNCTIONS (Illustrative Only)**

*Management reserves the right to add, modify, change or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.*

- Reads water meters in varied terrains and in all weather conditions; records figures using handheld computers for billing purposes.
- Activates, programs and troubleshoots handheld meter reading devices; loads meter reading data in to and out of meter reading device(s).
- Performs a variety of skilled work to inspect, maintain and repair valves, meters, water distribution pipelines and related appurtenances.
- Performs customer service duties by performing courtesy turn-ons and shut-offs, checking for leaks or dead meters; reports water use violations; assists customers in resolving water volume and pressure problems.
- Observes condition of meter or other unusual conditions relative to need for repair; maintains meters, boxes, lids and landscape around meter boxes; installs water meters and customer valves.
- Enforces and explains to customers the District's water conservation plan and related ordinances; assists customers with best practices for water conservation.
- Completes and hangs door tags in order to provide customers with specialized information about their water service (e.g., when consumption is unusually high, when an obstruction prevents reading of meter, and/or when service shut-offs may be required for maintenance purposes).
- Performs daily checks of groundwater wells, tanks, pumps, motors, booster stations, chemical feed equipment, Supervisory Control and Data Acquisition (SCADA) system and ion exchange treatment systems.
- Water system distribution and treatment operations, maintenance and repair work.
- Performs maintenance and needed repairs to various water distribution and treatment equipment including; tanks, pumps, motors, booster stations, chemical feed equipment, SCADA system, ion exchange equipment, water distribution mains, water services and District vehicles.
- Uses pavement breaker to begin trenches or make minor excavations, places shoring where required and makes necessary installations and repairs to the distribution system pipelines.
- Operates and maintains light, medium and heavy duty equipment and trucks appropriate for the construction, maintenance and repair of the District's infrastructure.
- May learn how to operate a backhoe loader, compressor, trencher and various power and hand tools.
- Installs street barricades and cones and controls traffic around work sites to ensure safe conditions for the general public and District workers.
- Assists in backfilling excavations and applies temporary resurfacing to repair area.
- Raises, sets and seals valves as required.
- Reads and interprets maps and diagrams in the performance of the work.
- Prepares clear and concise daily operational reports.
- Adheres to proper operational, safety and hazardous material procedures.
- Follows District policies, procedures and safety regulations.
- Maintains a clean and safe work area and adheres to all safety requirements.

- Answers inquiries from citizens regarding work performed; maintains accurate records of work performed.
- Operators are expected to work whatever hours necessary to accomplish the responsibilities and the duties of the job.
- May assist other divisions in emergency or relief situations.
- Responds to after-hours emergencies.
- Performs on call duties as needed and or assigned.
- Performs other duties as assigned.

## **QUALIFICATIONS**

### **Knowledge of:**

- Meter reading devices and sizes and types of water meters.
- Methods and procedures for installing, testing, maintaining and repairing water meters.
- Utility billing procedures.
- The operation and minor maintenance of a variety of hand and power tools, vehicles and power equipment.
- Maintenance principles, practices, tools and materials for maintaining and repairing water distribution systems and other related facilities and equipment.
- Materials and equipment related to water distribution and treatment operations, maintenance and repair activities.
- Operational characteristics of water distribution and treatment principles, practices, methods and procedures.
- Construction technology related to water distribution and treatment facilities and equipment construction, maintenance and repair activities.
- Principles and practices of water distribution, treatment, operations and maintenance programs, project development and administration.
- Principles, practices, equipment, tools and materials of water system operation, maintenance, installation, and process control.
- Construction technology related to water distribution and treatment facilities and equipment construction, maintenance and repair activities.
- Basic principles and practices of the design and fabrication of specialized tools or equipment used for the maintenance and repair of District infrastructure, which may include arc and gas welding, and oxygen acetylene cutting.
- Basic traffic control procedures and traffic sign regulations.
- Shop arithmetic.
- Applicable Federal, State, and local laws, ordinances, regulations, and guidelines relevant to assigned duties.
- Safety principles, practices and procedures water system operations, maintenance, installation and repair including equipment and hazardous materials.
- The operation and maintenance of a variety of hand and power tools, vehicles, and power equipment.
- Modern office practices, methods, computer equipment and applications related to the work.
- English usage, grammar, spelling, vocabulary and punctuation.

- Techniques for providing a high level of customer service and dealing effectively with the public, vendors, contractors and District staff, in person, by electronic means and over the telephone.

**Ability to:**

- Meet the physical requirements necessary to safely and effectively perform required duties.
- Install, read and repair a variety of styles of water meters.
- Post data accurately on forms and prepare simple records.
- Read and interpret street maps.
- Perform a variety of fabrication and design duties, which may include arc and gas welding, and oxygen acetylene cutting.
- Set up and operate traffic area construction zones, including cones, barricades and flagging.
- Locate underground utilities by use of blue prints and electronic locating equipment in accordance with Underground Service Alert (USA) regulations.
- Troubleshoot maintenance problems and determine materials and supplies required for repair.
- Make accurate arithmetic calculations.
- Read and interpret construction drawings and specifications.
- Safely and effectively use and operate hand tools, mechanical equipment, power tools, and equipment required for the work.
- Perform routine equipment maintenance.
- Maintain accurate logs, records and basic written records of work performed.
- Observe safe work practices.
- Maintain clear and concise records and prepare reports.
- Communicate clearly and concisely, both orally and in writing.
- Organize own work, set priorities and meet critical time deadlines.
- Operate modern office equipment, including computer equipment and software programs.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Use tact, initiative, prudence and independent judgment within general policy, procedural and legal guidelines.
- Establish and maintain effective working relationships with those contacted in the course of work.

**Education and Experience:**

*Any combination of training and experience which would provide the required knowledge, skills and abilities is qualifying. A typical way to obtain the required qualifications would be:*

Equivalent to the completion of the twelfth (12<sup>th</sup>) grade and one (1) year of increasingly responsible experience in meter reading, the operations, maintenance and repair of water distribution and treatment facilities or other related field.

**Required License(s)/Certifications:**

- Valid California drivers license Class C with acceptable driving record.

- Possession of a State of California Drinking Water Operator Grade 2 Water Distribution Certificate.
- Possession of a State of California Drinking Water Operator Grade 1 Water Treatment Certificate.
- Possession at time of hire is **preferred** for one or both the Grade 2 Water Distribution Certificate and the Grade 1 Water Treatment Certificate. Consideration may be given if the applicant can acquire the required certification within 12 months of the date of hire.

### **PHYSICAL DEMANDS**

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer and to work in and around water systems and related facilities; possess mobility to work in the field; strength, stamina and mobility to perform light to medium physical work, to work in confined spaces, around machines and to climb and descend ladders, and operate varied hand and power tools and construction equipment; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone or radio. The job involves fieldwork requiring frequent walking in operational areas to identify problems or hazards. Finger dexterity is needed to access, enter and retrieve data using a computer keyboard or calculator and to operate above-mentioned tools and equipment. Positions in this classification bend, stoop, kneel, reach and climb to perform work and inspect work sites. Employees must possess the ability to lift, carry, push, and pull materials and objects weighing up to 75 pounds and heavier weights with the use of proper equipment.

### **ENVIRONMENTAL ELEMENTS**

Employees work in the field and are exposed to loud noise levels, cold and hot temperatures, inclement weather conditions, road hazards, vibration, confining workspace, chemicals, dirt, grease, wastewater, mud, mechanical and/or electrical hazards and hazardous physical substances, fumes, odors, infectious waste, etc. Employees may interact with upset staff and/or public and private representatives and contractors in interpreting and enforcing departmental policies and procedures.

### **WORKING CONDITIONS**

- Must be willing to work weekends, holidays, and off-hour shifts and must live within 30 minutes of the District for emergency on-call response.
- May be required to be on-call outside of normally scheduled work hours and available for dispatch to emergencies during those periods.
- Working conditions may be extremely hazardous.
- May be required to work in inclement weather conditions.