



WATER SERVICE AND OPERATIONS TECHNICIAN

Class specifications are only intended to present a descriptive summary of the range of duties and responsibilities that are associated with specified positions. Therefore, specifications **may not include all** duties performed by individuals within a classification. In addition, specifications are intended to outline the **minimum** qualifications necessary for entry into the class and do not necessarily convey the qualifications of incumbents within the position.

DEFINITION:

This position, under general supervision and working independently requires an extraordinary degree of communication with the public, and organizational skills, and performs duties, such as; turns on and shuts off water service to customers, takes meter reads and rechecks meter reads, first responder to investigate and resolves customer concerns and complaints, checks and maintains pumping stations, reservoir sites, and SCADA system. Assists in the implementation of the City's Water Conservation Program, performs night and weekend duty functions on a scheduled rotation basis. The incumbent is required to monitor the Distribution System through SCADA, and maintain equipment at pumping stations, reservoirs and well site. Incumbent is expected to perform all of the duties listed below pertaining to the City Water Distribution System including, wells, pump stations, reservoirs, and other appurtenances. Incumbent is also expected to maintain detailed records of all pertinent data. Knowledge of how to use computers and tablets is required.

ESSENTIAL FUNCTIONS: *(include but are not limited to the following)*

Maintains and monitors pumps, pump motors, SCADA system and remote terminal units and control valves, relative to pumping stations, reservoir sites and well. Rotates pumps, sets alarm levels on SCADA for tank levels. Performs routine maintenance on pumps, generators, control valves and pressure regulators. Troubleshoots control valves, starters and pressure switches. Perform maintenance and repairs to the well and related equipment. Periodically monitor and measure drawdown of well. Exercise and drain well pumping system during off-season. Adjust well settings for adequate irrigation coverage to meet Parks Department watering needs. Coordinates with the contractors and vendors the repair and maintenance of the well system to ensure it is operating properly. Regularly meet and coordinate with Irrigation Specialist to ensure irrigation system does not exceed well's pumping capacity, and to determine continued stability of provided well water. Regularly coordinate and schedule the periodic cleaning of the well tank. Regularly perform or oversee the preventative maintenance procedure for controlling iron and manganese bacteria in the well. Learn advanced SCADA system techniques. Acting as an advanced operator of the SCADA Control System, periodically operate a portion of the distribution system using the SCADA system from a local area control center, or via laptop, coordinating the operation with demand, storage and production from other facilities. Retrieves and analyzes SCADA systems data, and acts efficiently to control flows and storage levels at various transmission and distribution during peak power usage periods. Assists in the training of Water Distribution Division staff. Checks for abnormalities in pumping cycles and tank levels. Receives and responds to work orders generated by the Water Office. Responds to customer's calls and complaints. Performs duties related to the Water Conservation Program such as; hands out water conservation literature, perform residential audits, order materials and supplies, provide input and research to keep the water conservation web page up to date; represent the Water Division on the Water Conservation Program Committee, assists the consultant with information on commercial water audits, monitors the progress of consultants, records pertinent data related to residential and commercial audits. Locates buried and/or obstructed meters. May use electronic equipment to locate underground leaks; and when performing USA Locates.

KNOWLEDGE/ABILITIES/SKILLS: *(The following are representative sample of the KAS's necessary to perform essential duties of the position)*

Knowledge of: the principals of construction and maintenance of water lines, pumps, wells, control valves, meters, storage facilities, basic water hydraulics, lock-out tag-out procedures, basic electrical and of all related safety procedures.

Ability to: operate a computer database, and perform general inspections of contractor's work. Contribute useful information for pump station improvements. Read and record meter readings accurately including Cathodic Protection meters. Ability to understand and explain water billing and meter reading procedures.

QUALIFICATIONS: *(The following are minimal qualifications necessary for entry into the classification.)*

Education and/or Experience:

Candidates must possess sufficient knowledge and experience to be able to perform the above duties with expertise and diplomacy. A minimum of two years of experience as a Maintenance Worker is highly desirable.

Participate in continuing training pertaining to the Water Service Worker Job Description as deemed necessary by the City. The City will provide such training at no cost to the employee.

License/Certificates:

Possession of a valid California Class "C" Driver's License. Possession of a DHS Grade D2 is preferred.

PHYSICAL, MENTAL AND ENVIRONMENTAL WORKING CONDITIONS:

Inspect water lines and perform water tests. Exercise good judgment in emergency situations; establish and maintain cooperative working relationships with water customers, contractors, Parks Irrigation Specialist and other employees. Must possess sufficient oral and written communication skills in English to provide brief concise reports and explain policies and regulations to all those encountered in the course of work. Occasionally perform USA markings as directed. Must be willing to work overtime and when required and perform other duties as assigned. Ability to stand in one place, walk, kneel, crouch, stoop, climb, squat, twist upper body frequently and lift up to 90 lbs. Ability to work in confined spaces and perform duties outdoors in all weather conditions.

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