

**JOB DESCRIPTION
NIPOMO COMMUNITY SERVICES DISTRICT**

POSITION: Water Operator I/II/III

FLSA STATUS: Non-Exempt

REPORTS TO: Water Supervisor

1. DEFINITION AND SUMMARY OF DUTIES

Under direct or general supervision, performs a variety of work in the operation, construction, modification, maintenance, and repair of District potable water distribution production, pumping, main and lateral pipeline systems, including wells, pump stations, residential and commercial water meters, valve cans, meter boxes, and water distribution valves; operates and monitors the Supervisory Control and Data Acquisition (SCADA) system; performs field customer service work in reading water meters and recording amounts consumed for billing purposes; uses and operates a variety of manual and power tools and light to heavy power driven equipment; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives direct or general supervision from the Water Operator III or Water Supervisor. Water Operator I exercises no direct supervision over staff. Water Operator II may exercise technical supervision over lower level water staff. Water Operator III has responsibility to regularly lead a crew in water functions and projects and exercises technical and functional supervision over lower level water staff.

CLASS CHARACTERISTICS

Water Operator I: This is the entry-level class in the water operations series. Initially under close supervision, employees with basic maintenance experience learn District water 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. Positions at this level usually perform most of the duties required of the positions at the II level, but are not expected to function at the same skill level and usually exercise less independent discretion and judgment in matters related to work procedures and methods. Work is usually supervised while in progress and fits an established structure or pattern. Exceptions or changes in procedures are explained in detail as they arise. Employees receive on-the-job training and are expected to develop proficiency and knowledge necessary to obtain required certifications within the introductory period.

Water Operator II: This is the journey-level class in the water operations series that performs the full range of duties required to ensure that water system facilities are maintained in a safe and effective working condition and provide the highest level of safety for public use. Responsibilities include inspecting and attending to assigned water areas in a timely manner, and performing a wide variety of tasks in the maintenance and repair of assigned water facilities and systems. Positions at this level are distinguished from the Water Operator I level by the performance of the full range of duties as assigned, working independently, and exercising judgment and initiative. Positions at this level receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies.

Positions in the Water Operator class series are flexibly staffed and positions at the Water Operator II level are normally filled by advancement from the Water Operator I level after obtaining three (3) years of experience and after gaining the knowledge, skill, experience, licenses, and certifications which meet the qualifications for and after demonstrating the ability to perform the work of the higher-level class.

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Water Operator III: This is the full journey-level class in the water operator series. Responsibilities include planning, organizing, supervising, reviewing, and evaluating the work of water operations staff. Employees are expected to independently perform the full range of water system maintenance and operations duties. Performance of the work requires the use of considerable independence, initiative, and discretion within established guidelines. May be responsible for State and/or Federal water quality and other reporting requirements. Directs subordinate staff on day to day activities at the direction of the Water Supervisor.

2. ESSENTIAL DUTIES AND RESPONSIBILITIES

- a) Performs construction, maintenance, and repair activities of District water systems and facilities to ensure safe and efficient access for the public, including wells, pump stations, residential and commercial water meters, valve cans, meter boxes, and water distribution mainlines, and valves.
- b) Troubleshoots and performs maintenance on a variety of water valves, including pressure reducing valves, air vacuum release valves, pilot valves, and other pressure sensing/regulating valves; locates and raises valves that are not exposed, operates automated machines to exercise valves on an annual basis, and updates records following the installation of new valves.
- c) Locates and repairs breaks in water distribution mainlines/services; flushes lines to ensure water quality, utilizes chlorine level testing devices, and runs tests for various water quality parameters as required.
- d) Repairs concrete after water distribution system maintenance, including sidewalk panels and temporary street patches.
- e) Uses valve-turning equipment to isolate and shut down pre-designated water lines for routine maintenance and in emergency situations; ensures proper shut-down of services by utilizing sounding equipment and flow rates; provides explanations to the public during shut-downs.
- f) Participates in the inspection of assigned District infrastructure for safety issues, structural integrity, and possible future work projects and programs, and appropriately marks areas that need to be repaired.
- g) Operates, maintains, monitors, and adjusts Supervisory Control and Data Acquisition (SCADA) and telemetry computer systems by inputting appropriate information.
- h) Reads water meters in accordance with an assigned schedule and route including taking transfer and final readings.
- i) Performs customer service duties such as turn-ons and shut-offs, checking for leaks or dead meters; reports water use violations; assists customers in resolving water volume and pressure problems. Provides 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).
- j) Performs water meter maintenance, including installing new meters, testing and repairing meters of various sizes, repairing leaks, and replacing meters as necessary; accounts for the installation of meters for new homes.
- k) Performs mandatory periodic water quality sampling and reporting.
- l) Monitors contractors working with and around underground services to ensure the work is appropriately performed to code; addresses discrepancies as necessary.

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- m) Operates and maintains specialized vehicles and a variety of light, medium, and heavy equipment related to the construction, maintenance, and repair of water systems and facilities.
- n) Operates and maintains a variety of hand and power tools and equipment related to work assignment as instructed.
- o) Observes safe work methods and makes appropriate use of related safety equipment as required.
- p) Maintains well sites, tank sites, pump station site, PRV station sites, flow meter site, shop and garage areas, storage sites, and other work areas in a clean and orderly condition, including securing equipment at the close of the workday.
- q) Installs street barricades and cones and controls traffic around work sites and special events to ensure safe conditions for the general public and District workers.
- r) Locates and marks underground utilities in accordance with Underground Service Alert (USA) regulations.
- s) Provides needed information and demonstrations concerning how to perform certain work tasks to new employees in the same or similar class of positions.
- t) Maintains accurate logs and records of work performed and materials and equipment used.
- u) Performs related duties as assigned.

When performing as Water Operator III:

- a) Lead, plan, and participate in the work of staff responsible for a variety of water system maintenance activities.
- b) Plan, direct, and participate in drafting preventive water system maintenance programs.
- c) Supervise the use and operation of maintenance equipment and vehicles; operate equipment and vehicles as needed and as assigned.
- d) Train assigned employees in their areas of work in maintenance methods, techniques and in the set up and use of equipment.
- e) Verify the work of assigned employees for accuracy, proper work methods, techniques, and compliance with applicable standards and specifications.
- f) Ensure the adherence to safe work practices and procedures.
- g) Accurately assess and evaluate work and maintenance service requests.
- h) Assist the Water Supervisor in the trouble shooting of water system projects and work requests.
- i) Maintain accurate records on installations and replacements; maintain inventory of supplies.
- j) Respond to public inquiries in a courteous manner; provide information within area of assignment; resolve complaints in an efficient and timely manner.
- k) Identify opportunities for improving service delivery methods and procedures; provide recommendations concerning process changes; review with appropriate management staff; implement improvements.
- l) Basic computer skills including the ability to produce and maintain documents in Microsoft Office, look up and order supplies on-line; and enter and complete work orders.

3. QUALIFICATIONS

This position requires knowledge and proficiency in the following:

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- a) Basic principles, practices, tools, and materials as they relate to the maintenance and repair of water systems infrastructure, facilities, and appurtenances similar to those in a municipal environment.
- b) Basic mathematics.
- c) Safe driving rules and practices.
- d) Basic computer software related to work.
- e) English usage, spelling, vocabulary, grammar, and punctuation.
- f) Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and District staff.

Water Operator II, in addition to the above:

- a) Maintenance principles, practices, tools, and materials for maintaining and repairing potable water distribution main and lateral pipeline systems, including complex residential and commercial water meters, valve cans, meter boxes, and water distribution valves.
- b) Traffic control procedures and traffic sign regulations.
- c) Operation and minor maintenance of a variety of hand and power tools, vehicles, and light to heavy power equipment.
- d) Operational characteristics of specialized water system maintenance and repair equipment.
- e) Occupational hazards and safety equipment and practices related to the work, including the handling of hazardous chemicals.
- f) Applicable Federal, State, and local laws, regulatory codes, ordinances, and procedures relevant to assigned area of responsibility.
- g) Computer applications related to the work, including SCADA and telemetry hardware and software.

Water Operator III, in addition to the above:

- a) Knowledge of principles and practices of effective supervision.

4. ESSENTIAL ABILITIES

- a) Perform basic construction, modification, maintenance, and repair work.
- b) Troubleshoot maintenance problems and determine materials and supplies required for repair.
- c) Make accurate arithmetic calculations.
- d) Safely and effectively use and operate hand tools, mechanical equipment, power tools, and light to heavy equipment required for the work.
- e) Perform routine equipment maintenance.
- f) Maintain accurate logs and basic written records of work performed.
- g) Understand and follow oral and written instructions.
- h) Organize own work, set priorities, and meet critical time deadlines.
- i) Use English effectively to communicate in person, over the telephone, and in writing.
- j) Maintain regular, predictable, and punctual attendance.

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- k) Establish, maintain, and foster positive and harmonious working relationships with those contacted in the course of work.
- l) Must be able to provide regular on-call duty for response to off-hours emergency situations. Must be able to arrive at District facilities within thirty (30) minutes from the time of an initial call-back notification. Work hours are subject to 24 hour emergency callbacks and standby and requires working varying hours, overtime, weekends, and holidays.

Water Operator II, in addition to the above:

- a) Perform construction, modification, maintenance, and repair work on potable water distribution main and lateral pipeline systems, including wells, pumps, residential and commercial water meters, valve cans, meter boxes, and water distribution valves.
- b) Perform water system maintenance and repair with accuracy, speed, and minimal supervision.
- c) Operate specialized water system maintenance and repair equipment.
- d) Interpret and apply the policies, procedures, laws, codes, and regulations pertaining to assigned programs and functions.
- e) Operate, maintain, and troubleshoot related SCADA and telemetry computer systems.
- f) Set up and operate traffic area construction zones, including cones, barricades, and flagging.
- g) Locate underground utilities by use of blue prints and electronic locating equipment in accordance with Underground Service Alert (USA) regulations.
- h) Read, interpret, and apply technical information from manuals, drawings, specifications, layouts, blueprints, and schematics.
- i) Follow department policies and procedures related to assigned duties.
- j) Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.

Water Operator III, in addition to the above:

- a) Communicate effectively, both oral and in written form.
- b) Effectively supervise subordinate staff.
- c) Establish and maintain effective working relationships.
- d) Organize time, staff and materials to meet deadlines.
- e) Identify problems, research and analyze relevant information, develop and present recommendations, and justification for solution.

5. PHYSICAL REQUIREMENTS

- a) Must possess mobility to work in the field walking for long periods of time, sometimes over rough, uneven or rocky surfaces, in and around water system facilities.
- b) Must possess strength, stamina, and mobility to perform medium to heavy physical work.
- c) Must be able to work in confined spaces, around machines, and to climb and descend ladders.
- d) Must be able to operate varied hand and power tools and construction equipment.
- e) Must be able to read printed materials and a computer screen.
- f) Must be able to communicate in person and over the telephone and radio.

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- g) Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate above-mentioned tools and equipment as well as technical laboratory equipment.
- h) Must be capable of bending, stooping, kneeling, reaching and climbing to perform work and inspect work sites.
- i) Must possess the ability to lift, carry, push, and pull materials and objects necessary to perform job functions.
- j) Must be able to tolerate exposure to loud noise levels, cold and hot temperatures, inclement weather conditions, road hazards, vibration, confining workspace, chemicals, mechanical and/or electrical hazards, and hazardous physical substances and fumes.
- k) Employees may interact with upset public and private representatives, and contractors in interpreting and enforcing departmental policies and procedures.
- l) Employees must be able to effectively communicate with a variety of individuals.

6. EDUCATION AND EXPERIENCE

Water Operator I: Equivalent to the completion of the twelfth (12th) grade and one (1) year of experience in construction, maintenance, and/or repair of water system and/or related facilities, systems, and appurtenances is desirable.

Water Operator II: Equivalent to the completion of the twelfth (12th) grade and supplemental specialized training in water treatment or distribution operations and/or maintenance or related field and three (3) years of experience in water system operations experience equivalent to Water Operator I at the District.

Water Operator III: Equivalent to the completion of the twelfth (12th) grade supplemented by specialized training in water treatment or distribution and/or related coursework, and five (5) years of increasingly responsible experience in the operation and maintenance of a water distribution system and related facilities.

7. LICENSES

Water Operator I:

- a) Possession of, or ability to obtain, a valid California Driver's License by time of appointment.
- b) Possession of, or ability to obtain, a Grade I Water Distribution Certificate issued by the California State Water Resources Control Board within twelve (12) months of employment.
- c) Possession of, or ability to obtain, a Grade I Water Treatment Certificate issued by the California State Water Resources Control Board within twelve (12) months of employment.

Water Operator II:

- a) Possess and maintain a valid California Driver's License.

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- b) Possession of and maintenance of a valid Grade II Water Distribution Operator Certificate issued by the California State Water Resources Control Board.
- c) Possession of and maintenance of a Grade II Water Treatment Certificate issued by the California State Water Resources Control Board.

Water Operator III:

- a) Possession and maintenance of a valid California Driver's License.
- b) Possession and maintenance of a Grade III Water Distribution Operator Certificate issued by the California State Water Resources Control Board.
- c) Possession of and maintenance of a valid Grade II Water Treatment Operator Certificate issued by the California State Water Resources Control Board.
- d) Possession and maintenance of a valid Grade 1 AWWA Lab Analyst certificate.

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ACKNOWLEDGEMENT:

By signing below, I acknowledge all of the following:

I have reviewed the above Job Description, and I understand it to be accurate and complete. I understand that management and/or the Board retains the right to assign me other tasks as necessary. I also understand that district management has the right to change this Job Description and my assigned job duties at any time.

If, at any time, I am unable to perform any of the assigned job duties or need any accommodation for medical reasons, I will alert the General Manager or his/her designee and will participate in an interactive process regarding possible workplace accommodations.

I understand that I am a non-exempt employee and that I can be required to work in excess of my normally assigned working hours, including being required to report to duty in cases of disaster response.

Employee's Name (print)

Employee's Name (signature)

Date

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