


TO: ADMINISTRATION COMMITTEE  
 FROM: MARIO E. IGLESIAS  
 GENERAL MANAGER   
 DATE: APRIL 6, 2017

**AGENDA ITEM**  
**2**  
**APRIL 13, 2017**

**CONSIDER REORGANIZING STAFFING STRUCTURE  
 OF THE EXISTING OPERATIONAL POSITION WITHIN  
 THE WATER AND WASTEWATER ENTERPRISES**

**ITEM**

Consider modifying Water and Wastewater Operator job titles and descriptions to meet the growing and diversifying operational needs of these enterprises.

**BACKGROUND**

The Water and Wastewater Enterprises of NCSD's Operations Department have multiple field crew positions with multiple job titles and descriptions. This staff report does not advocate for adjusting staff levels, but recommends reorganizing existing approved positions. NCSD's Management Team is recommending that an ascending Operator Classification strategy be adopted to improve the overall management and staffing flexibility within the organization.

The Water Enterprise has two job titles within its workforce under the Water Supervisor: Utility Worker and Maintenance Worker. The Wastewater Enterprise also has two job titles in its workforce under the Wastewater Supervisor: Utility Operator, and Utility Worker. Existing positions would be retitled and their job descriptions written to create an ascending level of Operator in each enterprise: Operator 1, Operator 2, and Operator 3. Each enterprise would take this model and construct an escalating level of skills and State required certificates within the job description.

The Water Enterprise requires NCSD to maintain a Distribution Grade 3 Certified Operator on staff to meet the State Water Board issued Water Operating Permit. The Wastewater Enterprise requires a State issued Wastewater Grade 3 Certificate to operate NCSD's Southland Wastewater Facility. Table 1 and 2 demonstrates the recommended changes in job title and the corresponding level of certification and compares it to the recommended reclassified job title and certification level.

Table 1. Water Enterprise

Current		Transition	Proposed	
Position Title	Distribution Certif.		Reclassified Title	Distribution Certif.
Maintenance Worker	Grade-1		Water Operator 1	Grade-1
Utility Worker	Grade-1		Water Operator 2	Grade-2
No Equivalent Position			Water Operator 3	Grade-3

Table 2. Wastewater Enterprise

Current		Transition	Proposed	
Position Title	Distribution Certif.		Reclassified Title	Distribution Certif.
Utility Worker	Grade-1		Wastewater Operator 1	Grade-1
Utility Operator	Grade-1		Wastewater Operator 2	Grade-2
No Equivalent Position			Wastewater Operator 3	Grade-3

By reorganizing the Water and Wastewater Enterprise operator titles and job descriptions, NCSD gains in several areas. First, NCSD must maintain a certain level of State certified operator. Currently, there is only one position in each enterprise that is required to achieve this level of certification, the Water and Wastewater Supervisors. By creating an Operator 3 position in each of these enterprises, NCSD doubles its assurance it can meet regulatory required certification levels.

NCSD also gains in staff competency and professionalism by securing and promoting operators to increase their certification level. To advance their certification level, operators must have time in service and education units before they can qualify to take a certification exam. Time in service comes with the job, but education units require operators to exert effort outside the job, on their own time. The recommended structure incentivizes operators to dedicate time to increase their job knowledge and skills because there is a defined path for advancement based on merit and effort.

The recommended organizational structure is expandable and will meet future staffing needs with greater flexibility. As staffing needs grow due to an expanding customer base and growing service needs, the organizational structure will accommodate additional personnel without further restructuring. With three levels of operators, entry level Operator 1 positions will provide opportunity for new, less skilled operator hires, while Operator 2 and 3 positions can attract more advanced operators as need dictates. Recruitments can be better tailored to organizational needs and adjust to the economic workforce environment.

**FISCAL IMPACT**

There is a fiscal impact to the Water and Wastewater Enterprises when an existing lower level position is transformed into a Water or Wastewater Operator 3 position. The table below shows the impact on the Water and the Wastewater Enterprises by transforming an existing lower level position to an Operator 3 level position.

Table 3. Water Fund Impact

Current Title	Reclassified Title	Salary No.	Step 1	Step 5	Fully Burdened
Utility Worker	Water Operator 1	9	\$ 38,244	\$ 46,476	\$ 62,743
No Equivalent	Water Operator 2	13	\$ 42,156	\$ 51,240	\$ 69,174
No Equivalent	Water Operator 3	17	\$ 46,476	\$ 56,496	\$ 76,270
Cost Increase					\$ 7,096

Table 4. Wastewater Fund Impact

Current Title	Reclassified Title	Salary No.	Step 1	Step 5	Fully Burdened
Utility Operator	Wastewater Operator 1	16	\$ 45,372	\$ 55,152	\$ 74,455
No Equivalent	Wastewater Operator 2	20	\$ 50,028	\$ 60,804	\$ 82,085
No Equivalent	Wastewater Operator 3	24	\$ 55,152	\$ 67,032	\$ 90,493
Cost Increase					\$ 8,408

**STRATEGIC PLAN**

Goal 3. PERSONNEL AND ORGANIZATION. Maintain a qualified, long-term and productive workforce to assure an effective organization.

- 3.1 Ensure the District is adequately staffed with high quality, long-term employees and supported by appropriate contractors and partnerships.

**RECOMMENDATION**

Staff is recommending the Administration Committee provide comments and to direct staff to present the reorganization plan for the Water and Wastewater Enterprise operating staff as proposed or, if needed, with Administration Committee edits.

**ATTACHMENTS**

- A. Current Operation's Organizational Structure
- B. Proposed Operation's Organizational Structure
- C. Proposed Water and Wastewater Titles and Job Descriptions

**ADMINISTRATION COMMITTEE**

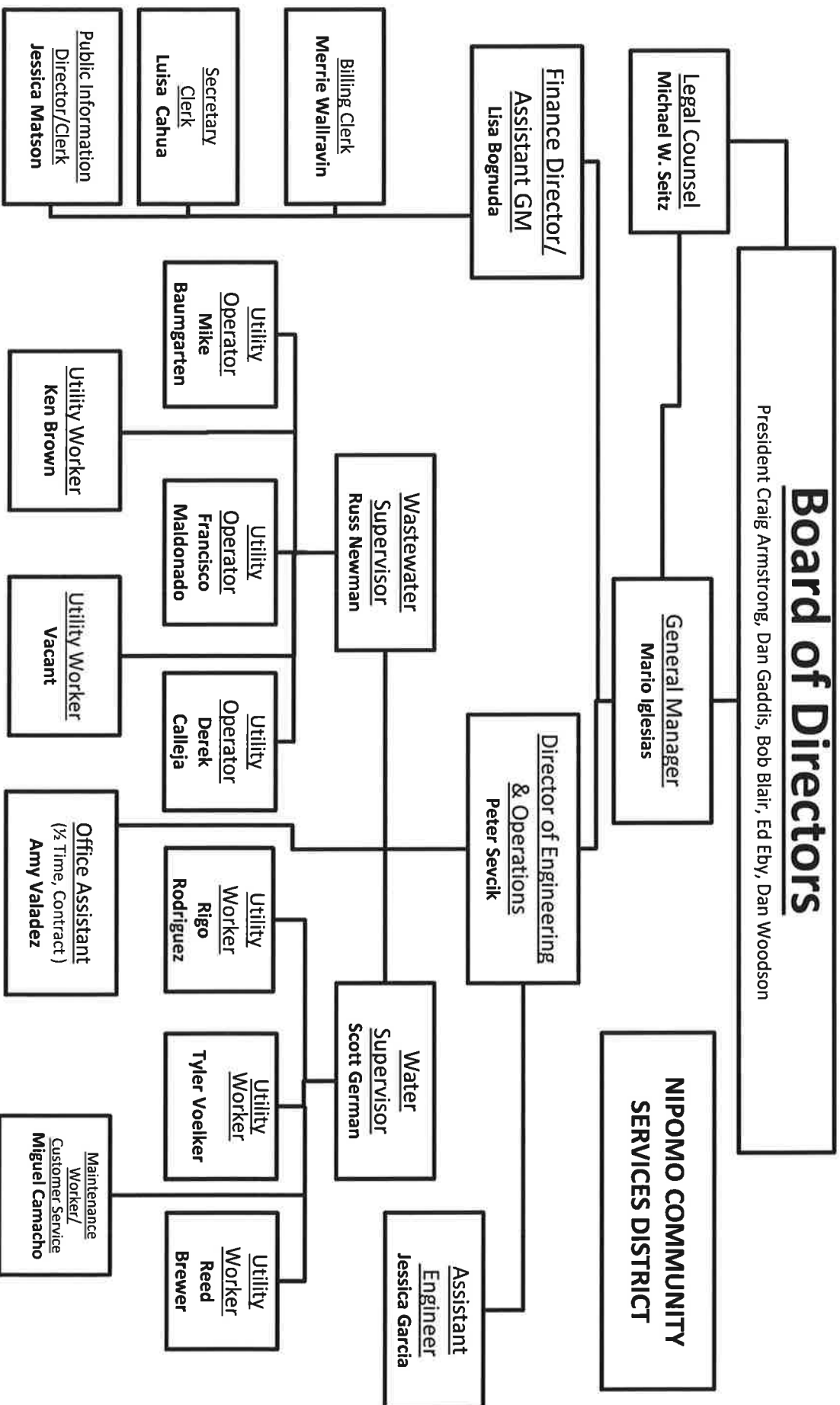
April 13, 2017

ITEM 2

ATTACHMENT A

Staffing as of FY-2017

Budgeted FTE = 18



**ADMINISTRATION COMMITTEE**

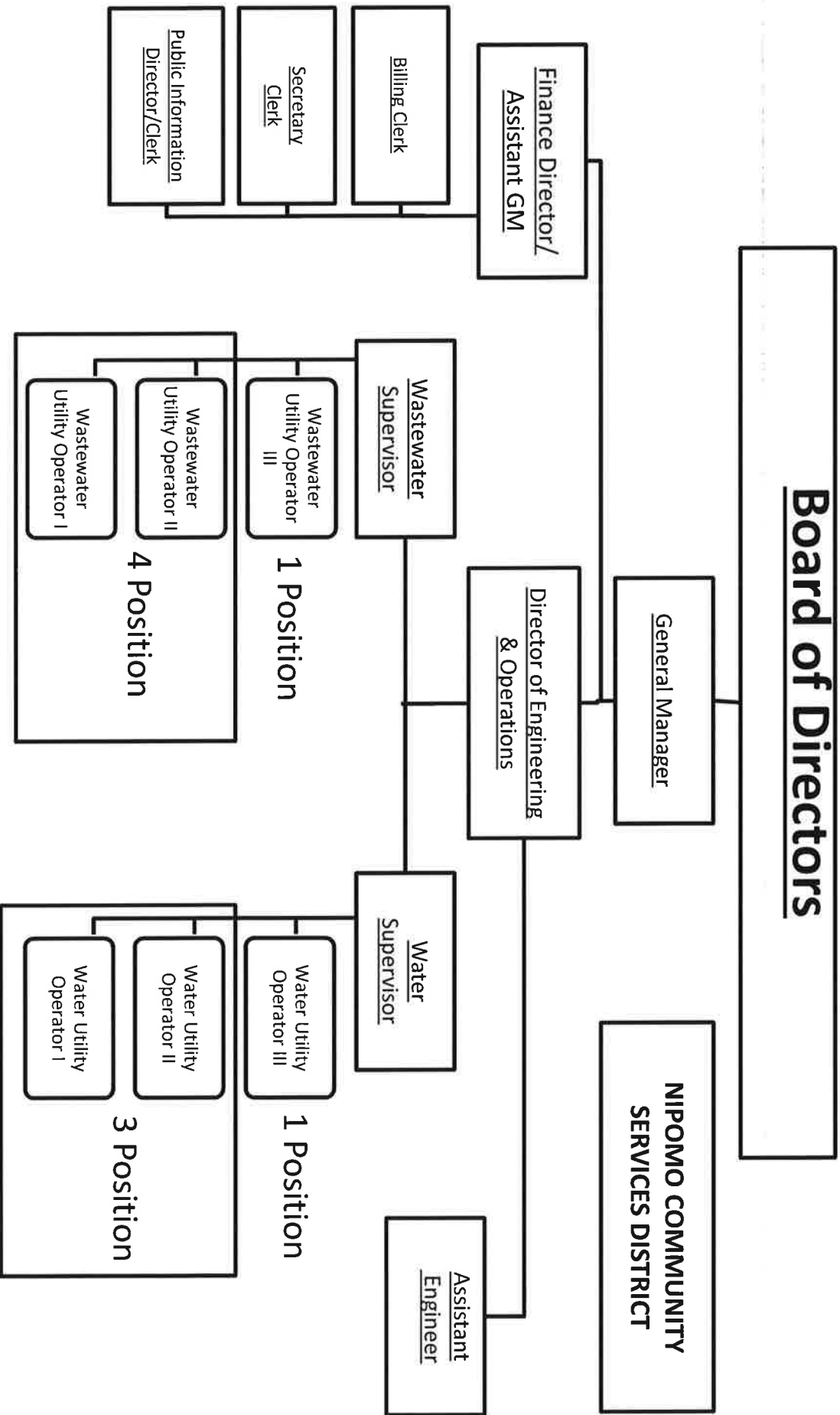
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ITEM 2

ATTACHMENT B

**Proposed Restructuring**  
**Existing FTE = 18**

# **Board of Directors**



**ADMINISTRATION COMMITTEE**

April 13, 2017

ITEM 2

ATTACHMENT C



**DEFINITION**

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.

**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.

## **ESSENTIAL DUTIES AND RESPONSIBILITIES**

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.

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.

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.

Repairs concrete after water distribution system maintenance, including sidewalk panels and temporary street patches.

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.

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.

Operates, maintains, monitors, and adjusts Supervisory Control and Data Acquisition (SCADA) and telemetry computer systems by inputting appropriate information.

Reads water meters in accordance with an assigned schedule and route including taking transfer and final readings.

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).

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.

Performs mandatory periodic water quality sampling and reporting.

Monitors contractors working with and around underground services to ensure the work is appropriately performed to code; addresses discrepancies as necessary.

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.

Operates and maintains a variety of hand and power tools and equipment related to work assignment as instructed.

Observes safe work methods and makes appropriate use of related safety equipment as required.

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.

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.

Locates and marks underground utilities in accordance with Underground Service Alert (USA) regulations.

Provides needed information and demonstrations concerning how to perform certain work tasks to new employees in the same or similar class of positions.

Maintains accurate logs and records of work performed and materials and equipment used.

Performs related duties as assigned.

**When performing as Water Operator III:**

Lead, plan, and participate in the work of staff responsible for a variety of water system maintenance activities.

Plan, direct, and participate in drafting preventive water system maintenance programs.

Supervise the use and operation of maintenance equipment and vehicles; operate equipment and vehicles as needed and as assigned.

Train assigned employees in their areas of work in maintenance methods, techniques and in the set up and use of equipment.

Verify the work of assigned employees for accuracy, proper work methods, techniques, and compliance with applicable standards and specifications.

Ensure the adherence to safe work practices and procedures.

Accurately assess and evaluate work and maintenance service requests.

Assist the Water Supervisor in the trouble shooting of water system projects and work requests.

Maintain accurate records on installations and replacements; maintain inventory of supplies.

Respond to public inquiries in a courteous manner; provide information within area of assignment; resolve complaints in an efficient and timely manner.

Identify opportunities for improving service delivery methods and procedures; provide recommendations concerning process changes; review with appropriate management staff; implement improvements.

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.

## **QUALIFICATIONS**

This position requires knowledge and proficiency in the following:

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.

Basic mathematics.

Safe driving rules and practices.

Basic computer software related to work.

English usage, spelling, vocabulary, grammar, and punctuation.

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:**

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.

Traffic control procedures and traffic sign regulations.

Operation and minor maintenance of a variety of hand and power tools, vehicles, and light to heavy power equipment.

Operational characteristics of specialized water system maintenance and repair equipment.

Occupational hazards and safety equipment and practices related to the work, including the handling of hazardous chemicals.

Applicable Federal, State, and local laws, regulatory codes, ordinances, and procedures relevant to assigned area of responsibility.

Computer applications related to the work, including SCADA and telemetry hardware and software.

**Water Operator III, in addition to the above:**

Knowledge of principles and practices of effective supervision.

**ESSENTIAL ABILITIES**

Perform basic construction, modification, maintenance, and repair work.

Troubleshoot maintenance problems and determine materials and supplies required for repair.

Make accurate arithmetic calculations.

Safely and effectively use and operate hand tools, mechanical equipment, power tools, and light to heavy equipment required for the work.

Perform routine equipment maintenance.

Maintain accurate logs and basic written records of work performed.

Understand and follow oral and written instructions.

Organize own work, set priorities, and meet critical time deadlines.

Use English effectively to communicate in person, over the telephone, and in writing.

Maintain regular, predictable, and punctual attendance.

Establish, maintain, and foster positive and harmonious working relationships with those contacted in the course of work.

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:**

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.

Perform water system maintenance and repair with accuracy, speed, and minimal supervision.

Operate specialized water system maintenance and repair equipment.

Interpret and apply the policies, procedures, laws, codes, and regulations pertaining to assigned programs and functions.

Operate, maintain, and troubleshoot related SCADA and telemetry computer systems.

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.

Read, interpret, and apply technical information from manuals, drawings, specifications, layouts, blueprints, and schematics.

Follow department policies and procedures related to assigned duties.

Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.

**Water Operator III, in addition to the above:**

Communicate effectively, both oral and in written form.

Effectively supervise subordinate staff.

Establish and maintain effective working relationships.

Organize time, staff and materials to meet deadlines.

Identify problems, research and analyze relevant information, develop and present recommendations, and justification for solution.

**PHYSICAL REQUIREMENTS**

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.

Must possess strength, stamina, and mobility to perform medium to heavy physical work.

Must be able to work in confined spaces, around machines, and to climb and descend ladders.

Must be able to operate varied hand and power tools and construction equipment.

Must be able to read printed materials and a computer screen.

Must be able to communicate in person and over the telephone and radio.

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.

Must be capable of bending, stooping, kneeling, reaching and climbing to perform work and inspect work sites.

Must possess the ability to lift, carry, push, and pull materials and objects necessary to perform job functions.

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.

Employees may interact with upset public and private representatives, and contractors in interpreting and enforcing departmental policies and procedures.

Employees must be able to effectively communicate with a variety of individuals.

## **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.

## **LICENSES AND CERTIFICATIONS**

### **Water Operator I:**

Possession of, or ability to obtain, a valid California Driver's License by time of appointment.

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.

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:**

Possess and maintain a valid California Driver's License.

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

Possession of and maintenance of a Grade II Water Treatment Certificate issued by the California State Water Resources Control Board.

**Water Operator III**

Possession and maintenance of a valid California Driver's License.

Possession and maintenance of a Grade III Water Distribution Operator Certificate issued by the California State Water Resources Control Board.

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

Possession and maintenance of a valid Grade 1 AWWA Lab Analyst certificate.



**DEFINITION**

Under direct or general supervision, performs a variety of work in the operation, construction, modification, maintenance, and repair of District wastewater equipment, facilities, pump/lift stations, and related appurtenances as found in a wastewater treatment plant and wastewater collection systems; operates and monitors the Supervisory Control and Data Acquisition (SCADA) system; takes periodic samples and performs standardized tests to ensure proper operation within established guidelines; performs preventive maintenance and makes minor repairs to plant facilities and equipment; and performs related work as required.

**SUPERVISION RECEIVED AND EXERCISED**

Receives direct or general supervision from the Wastewater Operator III or Wastewater Supervisor. Wastewater Operator I exercises no supervision of staff. Wastewater Operator II may exercise technical supervision over lower level wastewater staff. The Wastewater Operator III has responsibility to regularly lead a crew in wastewater plant and collection system functions and projects and exercises technical and functional supervision over lower level wastewater staff.

**CLASS CHARACTERISTICS**

**Wastewater Operator I:** This is the entry-level class in the wastewater operator series. Under direct supervision, Employees learn to operate and maintain wastewater treatment plant and collection systems, equipment, and appurtenances according to District practices and procedures, as well as State and Federal regulations. 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.

**Wastewater Operator II:** This is the journey-level class in the wastewater operator series that performs the full range of duties required to ensure that the wastewater treatment and collection facilities and systems operate effectively and are maintained in a safe and effective working condition. Responsibilities include performing standardized tests on wastewater operations equipment, inspecting and attending to issues in a timely manner, and performing a wide variety of tasks in the preventative maintenance and minor repair of assigned facilities and systems.

Positions in the Wastewater Operator class series are flexibly staffed and positions at the Wastewater Operator II level are normally filled by advancement from the 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.

**Wastewater Operator III:** This is the full journey-level class in the wastewater operator series. Responsibilities include planning, organizing, supervising, reviewing, and evaluating the work of wastewater collections and treatment plant operations and maintenance staff. Employees are

expected to independently perform the full range of wastewater collections and treatment plant operations and maintenance duties. Performance of the work requires the use of considerable independence, initiative, and discretion within established guidelines. May be designated as the Chief Plant Operator.

## **ESSENTIAL DUTIES AND RESPONSIBILITIES**

Monitors plant operations equipment and processes to ensure compliance with environmental and public health standards, including monitoring and making adjustments to optimize efficiency, making chemical dosage changes, changing pumping rates, and monitoring all equipment daily.

Operates valves, pumps, and automated controls to regulate the flow of wastewater through the system; operates valves to dispose of wastewater effluent.

Reviews and analyzes automated information and control system data and revises equipment settings as appropriate; notifies supervisor of unusual situations and makes inspections or corrects system problems as necessary.

Reads, records, and calculates readings of meters and gauges; interprets information into operational characteristics; makes process adjustments according to information gathered, samples collected, readings, and records.

Collects wastewater, sludge, and other samples from various phases of the treatment process; performs standard chemical and physical tests on these samples to ensure that the plant is operating effectively and that regulatory requirements are being met.

Interprets and performs routine laboratory and process tests to optimize plant performance, checks the results, and recommends changes to the Wastewater Operator III or Wastewater Supervisor.

Performs proper usage and handling of chemicals according to industry standards.

Assists in preventive maintenance on a variety of treatment plant equipment, such as electric motors, engines, gas and electric powered pumps, drive units, emergency systems, power generation systems, pressure and flow regulators, and other treatment plant fixtures and appliances.

Lubricates pumps, motors, chains, conveyors, blowers, chlorinators, sprinklers, rotation distributors, scrapers, filter screens, and other machinery and equipment; removes blockages; replaces worn parts; participates in determining equipment problems and suggesting methods of minimizing such problems in an operational setting.

Performs inspection, construction, maintenance, and repair activities of wastewater collection systems; checks, cleans, and repairs collection system and treatment plant lines, pits, screens, tanks, and mechanisms; shuts down appropriate parts for repair and returns to service once repair is completed.

Operates and maintains a variety of hand and power tools and equipment related to work assignments as instructed.

Locates and marks underground utilities in accordance with Underground Service Alert (USA) regulations.

Performs pretreatment inspections and tests of industrial and commercial waste disposal systems to ensure compliance with ordinances and permit requirements.

Performs a variety of general and ground maintenance activities, including mowing, edging, and trimming landscaped areas as scheduled, weed abatement, and painting facilities and equipment when needed; assists in maintenance painting of plant machinery, equipment, piping, and other structures; maintains work areas in a clean and orderly condition, including securing equipment at the close of the workday.

Responds to operations, maintenance, and repair emergency situations as required.

Maintains records and logs of daily activities; prepares reports as necessary.

Observes safe work methods and makes appropriate use of related safety equipment as required.

Performs related duties as assigned.

**When performing as Wastewater Operator III:**

Lead, plan, and participate in the work of staff responsible for a variety of wastewater maintenance activities.

Plan, direct, and participate in drafting preventive wastewater maintenance program.

Supervise the use and operation of wastewater maintenance equipment and vehicles; operate equipment and vehicles as needed and as assigned.

Train assigned employees in wastewater maintenance methods, techniques and in the set up and use of equipment.

Verify the work of assigned employees for accuracy, proper work methods, techniques, and compliance with applicable standards and specifications.

Ensure the adherence to safe work practices and procedures.

Accurately assess and evaluate work and maintenance service requests.

Assist the Wastewater Supervisor in the trouble shooting of wastewater projects and work requests.

Maintain accurate records on installations and replacements; maintain inventory of supplies.

Respond to public inquiries in a courteous manner; provide information within area of assignment; resolve complaints in an efficient and timely manner.

Identify opportunities for improving service delivery methods and procedures; provide recommendations concerning process changes; review with appropriate management staff;

implement improvements.

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.

## **QUALIFICATIONS**

This position requires knowledge and proficiency in the following:

Basic principles, practices, tools, and materials as they relate to the operation, cleaning, and preventive maintenance of wastewater treatment, disposal, and collection systems, facilities, and equipment.

Basic principles and practices of record-keeping methods.

Safe driving rules and practices.

Basic computer software related to work.

English usage, spelling, vocabulary, grammar, and punctuation.

Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and District staff.

### **Wastewater Operator II, in addition to the above:**

Principles, practices, equipment, materials, and tools used in the operation, cleaning, and preventive maintenance of wastewater treatment, disposal, and collection systems, facilities, and equipment.

Operation and preventive maintenance of piping systems, including pipes, valves, and related appurtenances.

Standard chemical and physical tests of wastewater, sludge, and related materials.

Applicable Federal, State, and local laws, regulatory codes, ordinances, and procedures.

Basic equipment troubleshooting principles and practices.

Basic mechanical, electrical, and hydraulic principles.

Basic arithmetic and statistical techniques.

Safe work methods and safety practices pertaining to the work, including the handling and storage of hazardous chemicals.

### **Wastewater Operator III, in addition to the above:**

Knowledge of principles and practices of effective supervision.

## **ESSENTIAL ABILITIES**

Safely and effectively use and operate hand tools, mechanical equipment, power tools, and light to heavy equipment required for the work.

Perform routine equipment maintenance.

Maintain accurate logs, records, and basic written records of work performed.

Operate a motor vehicle safely.

Understand and follow oral and written instructions.

Organize own work, set priorities, and meet critical time deadlines.

Use English effectively to communicate in person, over the telephone, and in writing.

Establish, maintain, and foster positive and harmonious working relationships with those contacted in the course of work.

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.

### **Wastewater Operator II, in addition to the above:**

Operate, maintain, and repair a variety of wastewater treatment, disposal, and collection systems, facilities, and equipment.

Recognize and correct or report unusual, inefficient, or dangerous operating conditions.

Read a variety of gauges, charts, and meters, record data accurately and make appropriate process adjustments.

Conduct standard chemical and physical tests of wastewater, sludge, and related materials.

Handle hazardous chemicals in a safe manner.

Interpret and apply the policies, procedures, laws, codes, and regulations pertaining to assigned programs and functions.

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.

Read, interpret, and apply technical information from manuals, drawings, specifications, layouts, blueprints, and schematics.

Make accurate arithmetic calculations.

Follow department policies and procedures related to assigned duties.

Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.

**Wastewater Operator III, in addition to the above:**

Communicate effectively, both oral and in written form.

Effectively supervise subordinate staff.

Establish and maintain effective working relationships.

Organize time, staff and materials to meet deadlines.

Identify problems, research and analyze relevant information, develop and present recommendations, and justification for solution.

**PHYSICAL REQUIREMENTS**

Must possess mobility to work in the field walking for long periods of time, sometimes over rough, uneven or rocky surfaces, in and around wastewater collection and treatment system facilities.

Must possess strength, stamina, and mobility to perform medium to heavy physical work.

Must be able to work in confined spaces, around machines, and to climb and descend ladders.

Must be able to operate varied hand and power tools and construction equipment.

Must be able to read printed materials and a computer screen.

Must be able to communicate in person and over the telephone and radio.

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.

Must be capable of bending, stooping, kneeling, reaching and climbing to perform work and inspect work sites.

Must possess the ability to lift, carry, push, and pull materials and objects necessary to perform job functions.

Must be able to tolerate exposure to raw wastewater, 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.

Employees may interact with upset public and private representatives, and contractors in interpreting and enforcing departmental policies and procedures.

Employees must be able to effectively communicate with a variety of individuals.

## **EDUCATION AND EXPERIENCE**

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

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

**Wastewater Operator III:** Equivalent to the completion of the twelfth (12th) grade supplemented by specialized training in wastewater collections or treatment operations and maintenance and five (5) years of responsible experience in the operation and maintenance of a wastewater treatment plant and collection system.

### **Licenses and Certifications:**

#### **Wastewater Operator I**

Possession of, or ability to obtain, a valid California Driver's License by time of appointment.

Ability to obtain an Operator-In-Training certificate issued by the California State Water Resources Control Board (SWRCB) within six (6) months of employment.

Ability to obtain a Grade 1 Wastewater Collection System Maintenance Certificate issued by the California Water Environment Association within twelve (12) months of employment.

Ability to obtain a Grade I Wastewater Treatment Plant Operator certificate issued by the SWRCB within twenty-four (24) months of employment.

#### **Wastewater Operator II**

Possession and maintenance of a valid California driver's license.

Possession and maintenance of a Grade II Wastewater Treatment Plant Operator certificate issued by the SWRCB.

Possession and maintenance of a Grade II Wastewater Collection System Maintenance Certificate issued by the California Water Environment Association.

### **Wastewater Operator III**

Possession and maintenance of valid California driver's license.

Possession and maintenance of a Grade III Wastewater Treatment Plant Operator certificate issued by the State Water Resources Control Board (SWRCB).

Possession and maintenance of a Grade III Wastewater Collection System Maintenance Certificate issued by the California Water Environment Association.

Possession and maintenance of a valid Grade 1 AWWA or CWEA Lab Analyst certificate.