

General Statement of Duties

Employees in this series of job classes perform a variety of unskilled, semi-skilled, and skilled maintenance and operation duties involving AMWC's wells, booster stations, reservoirs, and distribution system and are expected to have an analytical approach to problem solving. Appointment to higher levels within this job class series is based upon the employee achieving and maintaining a specified level of competence, professionalism, certification, and performance as defined through skills-based rating.

Employees in this job class series must be available to work on any assigned shift, which includes working on holidays or weekends, and performing on-call duty when assigned. Employees in these job classes must be able to respond in accordance with AMWC policies for emergencies relative to the water distribution system.

Employees in this job class series are subject to CAL-OSHA General Industrial Safety Order 5144. During the course of their regular duties, employees may be required to wear a respirator or self-contained breathing apparatus (SCBA). OSHA regulations require employees wearing respirators or SCBA's to be clean-shaven and not have facial hair that can come between the sealing surface of the respirator or SCBA face-piece or interfere with respirator valve function.

Distinguishing Characteristics

WATER DISTRIBUTION OPERATOR TRAINEE: An employee at this level performs tasks under the close supervision of the Superintendent or Senior Water Distribution Operator. He/she learns to perform a wide variety of unskilled and semi-skilled tasks in all areas of water distribution system operation and maintenance, tool and equipment operation and maintenance, traffic control, and building and grounds maintenance.

WATER DISTRIBUTION OPERATOR:

- An employee at this level performs tasks under the general supervision of the Superintendent or Senior Water Distribution Operator. He/she performs a wide variety of unskilled, semi-skilled, and skilled tasks in all areas of water distribution system operation and maintenance, tool and equipment operation and maintenance, traffic control, and building and grounds maintenance. He/she can recognize unsafe conditions and take appropriate action.
- An employee at this level has the experience and certifications needed to make independent decisions regarding the installation, operation, maintenance, repair, tapping, flushing, disinfection, and testing of the water distribution system under routine conditions. He/she can safely operate the tools and equipment required for operating and maintaining the water distribution system.
- An employee at this level has the demonstrated ability to troubleshoot basic problems with the water distribution system and take appropriate corrective actions. He/she has the ability to perform tasks both as an individual and as a team member in an efficient, well-organized manner.

SENIOR WATER DISTRIBUTION OPERATOR:

- An employee at this level performs tasks under the general direction of the Superintendent. He/she performs a wide variety of unskilled, semi-skilled, and skilled tasks in all areas of water distribution system operation and maintenance, tool and equipment operation and maintenance, traffic control, and building and grounds maintenance. He/she can recognize unsafe conditions and take appropriate action.
- An employee at this level may act in a lead capacity and may assign, direct, coordinate, and monitor the work of other personnel. He/she may be expected to assume the duties of the Superintendent during his/her temporary absences.
- An employee at this level has the experience and certifications needed to make independent decisions regarding the installation, operation, maintenance, repair, tapping, flushing, disinfection, and testing of the water distribution system under all conditions. He/she can safely operate the tools and equipment required for operating and maintaining the water distribution system.
- An employee at this level has the demonstrated ability to troubleshoot complex problems with the water distribution system and take appropriate corrective actions. He/she has the demonstrated ability to effectively organize and schedule work and performs tasks both as an individual and as a team member in an efficient, well-organized manner.

Essential Functions (common to all levels)

Employees in this series of job classes are responsible for:

- properly operating and maintaining the water distribution system and its appurtenances
- properly operating and maintaining the tools and equipment used for the operation and maintenance of the water distribution system and its appurtenances
- properly establishing and maintaining traffic control around work zones
- properly installing, repairing, testing, disinfecting, and flushing water mains and appurtenances
- performing customer service and other tasks to fulfill the company mission of providing a continuous, safe, and reliable supply of drinking water at a reasonable cost, while providing the highest level of customer service

Example of Duties (common to all levels)

- reading and legible record keeping of meters, gauges, chart recorders, and other measuring devices
- cleaning, lubrication, adjustment, and operation of various types of tools and equipment
- perform a variety of general grounds and building maintenance duties, such as painting, cleaning, weed control, and miscellaneous repairs
- perform customer service duties and other duties as assigned and as required
- install, repair, tap, disinfect, test, and flush water mains and appurtenances
- drain, clean, disinfect, and maintain distribution reservoirs
- operate pumps and related flow and pressure control and storage facilities
- design, set up, and maintain appropriate traffic control in work zones
- operate a variety of equipment and tools used for the operation and maintenance of the water distribution system and its appurtenances
- lay out water system improvements from plans
- perform excavations for various types of work using shovels, picks, and bars and with equipment such as backhoes, boring machines, and vacuum excavators
- call in and mark job site locations for Underground Service Alert (USA)
- properly locate and mark water mains and appurtenances as required by USA

3.3.13 JOB DESCRIPTION – WATER DISTRIBUTION OPERATOR

- accurately, legibly, and completely prepare job orders, vehicle safety reports, excavation reports, valve location records, and atlas map updates
- read, understand, and update water atlases, valve-tie records, and excavation reports
- accurately log materials into and out of inventory, perform inventory counts, and order materials and supplies
- properly and legibly complete service orders and document work performed
- perform water meter rechecks and water service shut-offs and turn-ons
- perform emergency shutdowns of broken water mains
- collect payments, prepare receipts, and restore water service to customers whose water was turned off due to non-payment
- perform other duties as assigned and as required
- in addition to the aforementioned duties, Water Distribution Operators are expected to perform customer service and other tasks that contribute to the efficient operation of the organization

Employment Standards

KNOWLEDGE OF:

Water Distribution Operator Trainee: Safe work practices; building and grounds maintenance; general record keeping practices and procedures, including basic computer operation and applications; basic operating principles of a water distribution system and its appurtenances; basic operating principles of the tools and equipment used for the operation and maintenance of a water distribution system; basic work zone traffic control standards and procedures; basic electrical, carpentry, and plumbing practices and procedures.

Water Distribution Operator: Same as Water Distribution Operator Trainee plus: working knowledge of the operating principles of a water distribution system and its appurtenances; AMWC record keeping and notification standards and procedures; AMWC construction standards and details; maintenance and adjustment of pressure reducing valves; maintenance of fire hydrants; testing, maintenance, and disinfection procedures; proper handling of water treatment and other chemicals; standards for work zone traffic control; underground utility location; chart recorder installation and interpretation; and proficiency in customer service duties.

Senior Water Distribution Operator: Same as Water Distribution Operator plus: advanced understanding of operating principles of a water distribution system and its appurtenances; proper installation of trench shoring systems; efficient organization and utilization of work crews; work scheduling and prioritization; construction inspection procedures.

ABILITY TO:

All levels:

- safely operate the tools and equipment used to operate and maintain a water distribution system and its appurtenances
- provide excellent customer service and establish and maintain cooperative working relationships with co-workers, management, shareholders, the community, and agency representatives
- recognize problems and make decisions using tact, good judgment, resourcefulness, and diplomacy in resolving conflict situations
- perform basic computer operations, such as retrieving and managing e-mail files
- safely perform manual labor in potentially hazardous environments
- safely handle water treatment and other chemicals
- read and understand meters, gauges, and recording devices

3.3.13 JOB DESCRIPTION – WATER DISTRIBUTION OPERATOR

- maintain accurate and legible logs and records
- meet the physical requirements necessary to wear self-contained breathing apparatus and other safety equipment as required, and comply with AMWC's facial hair requirements for the use of respiratory equipment
- understand and follow both written and oral instructions given in the English language
- express ideas clearly and concisely in written and oral form using the English language
- accurately perform mathematical calculations
- meet the physical requirements necessary to safely and effectively perform the required duties, including respiratory physical exam
- safely perform manual labor involving frequent bending, pulling, pushing, lifting, and carrying of weight up to 75 pounds
- enter and exit trenches, excavations, and vaults without assistance
- climb ladders and stairs, including climbing to the top of water storage tanks, without assistance
- walk across rough terrain, through mud, and over obstacles without assistance
- work outdoors, both day and night, in all weather conditions
- learn, understand, and comply with AMWC policies and procedures

Water Distribution Operator Trainee:

- obtain a Distribution Operator Certification Grade D3 from the California Department of Health Services within 18 months of hire

Education and Experience

All levels: Any combination of education and experience equivalent to graduation from high school.

Water Distribution Operator Trainee: No experience required, however work experience in a field that required the understanding of safe work practices, general record keeping practices, safe handling of chemicals, hydraulic systems, and pumps is desirable.

Water Distribution Operator: One year of experience as a Water Distribution Operator Trainee or equivalent position, and a demonstrated performance and skills level of above-average or better.

Senior Water Distribution Operator: A minimum of four years of experience as a Water Distribution Operator or equivalent position, and a demonstrated performance and skills level of above-average or better.

Licenses and Certifications

All levels: Possession of a valid California Class "C" driver's license with a good driving record as indicated by California Department of Motor Vehicles report.

Water Distribution Operator Trainee: No certifications from the California Department of Health Services are required, however, a Distribution Operator Certification Grade D1 is desirable.

Water Distribution Operator: A valid California Department of Health Services Distribution Operator Certification Grade D3.

Senior Water Distribution Operator: A valid California Department of Health Services Distribution Operator Certification Grade D3.