

WATER SERVICE LEAD WORKER

Definition/Summary

Under general direction of the District Manager, the Water Service Lead Worker plans, organizes, coordinates, directs, supervises and participates fully in the daily activities of work conducted by District personnel in the operations, maintenance, and construction functions. The Lead Worker provides management and leadership in the development and progression of projects and programs related to the operations, maintenance and sustainability of the District.

Distinguishing Characteristics

This is a journeyman level position in the District's Water Service Worker series and is responsible for the District's Operations and Maintenance staff in performing duties that range from the more routine and repetitive duties to the more complex operations, maintenance, installation, construction and repair assignments.

The Lead Worker will be a resourceful, self-starter with a strong background in both supervision and field experience in the operations, maintenance and construction of water distribution systems. This position requires excellent organizational and communication skills while optimizing both staff and productivity. The Lead Worker provides a safe and secure interaction with all stakeholders, including District staff, government agencies, and the general public.

It is anticipated that duties will be performed with minimal direction. Participation in the standby duty rotation program is required once trained and familiar with the District's facilities and procedures. The standby rotation is for a continuous seven day period scheduled at rotating intervals and requires the water service worker to respond to emergency calls within one hour.

Examples of Duties

The duties listed below are illustrative only and are not meant to be a complete and exhaustive listing of all of the duties and responsibilities of the classification.

- Plan, organize, supervise, inspect and participate in meter reading, field customer service, water transmission and distribution system installation, maintenance, construction and repairs (including emergency responses).
- Responsible for the safe and secure use of District resources in a variety of circumstances involving the staff, agencies, and general public.
- Responsible to be attentive to avoid errors in judgment, diminished coordination, dexterity or composure while performing job duties that could result in mistakes that would endanger the health and safety of others.
- Responsible for calculating, record keeping and reporting water demand and production totals to Federal, State, County and Local Agencies.
- Responsible for collecting, record keeping and reporting water sample analysis results as required by the Federal Environmental Protection Agency and the State Department of Public Health.
- Responsible for the testing, maintenance and record-keeping of all cross connection devices.

- Responsible for maintaining, updating and developing District distribution maps, O&M manuals, safety manuals, SOPs and various other program manuals.
- Responsible for developing and reporting on projects, activities, and O&M procedures.
- Responsible for maintaining all District sites and facilities.
- Responsible for routine services and maintenance to vehicles and all other equipment.
- Responsible for managing, maintaining, updating and developing operational and maintenance programs including, but not limited to, tank cleaning and inspections, valve turning, mechanical vibration analysis, hydrant maintenance and line flushing.
- Responsible for planning and participating in the repair and construction of meter services such as gate valves, meter connections, angle stops, service pipes, and corporation stops.
- Responsible for planning and participating in the repair, maintenance, rebuilding and installation of positive displacement, turbine propeller, and compound meters.
- Responsible for planning and participating in distribution and transmission main maintenance, repair and installation of pipes, valves, hydrants, meters and related appurtenances.
- Responsible for planning and participating in customer service activities that include meter reading, service work-orders, site delivery of notifications, service turn-ons/offers and field test meters.
- Perform inspection of all construction projects to assure conformance with District standards and specifications.
- Routinely inspect the water delivery system, identifying problems, and scheduling maintenance and repair work.
- Operate and maintain pumping stations, regulating stations, storage facilities and the accompanying equipment and machinery including pumps, screens, valves, telemetry equipment, alarms, recorders and pump controls.
- Operate heavy equipment and drive vehicles weighing more than 26,000 lbs., including service trucks, dump trucks, equipment trailers, backhoes and a variety of hand and power equipment associated with the work.
- Maintain an adequate inventory of meter, hydrant and distribution repair parts and supplies.
- Assist contactors and other utilities in marking out District facility locations.
- Review time reports for proper allocation of time and review staff purchases.
- Hold and participate in periodic staff meetings, including safety tail-gates, as well as instruct staff in proper safety procedures.
- Represent District water service functions with the public, contractors, and representatives of other government agencies.
- Establish and maintain cooperative working relationships with co-workers, outside agencies and the public.
- Occasionally assume other duties as assigned by the District Manager.

Typical Physical Activities

- Must be able to carry, push, pull, reach and lift equipment and parts weighing up to 50 pounds.
- Stoop, kneel, crouch, crawl, and climb during field maintenance and repair work.
- Work in an environment with exposure to dust, dirt and significant temperature changes between cold and heat.

Typical Physical Activities Con't

- Communicate both verbally and in written form with District staff and customers in all settings.
- Regularly use a telephone and truck radio for communication.
- Use office equipment such as computers, copiers, scanners and fax machines.
- Stand and walk for extended time periods.
- Hearing and vision within normal ranges.

Employment Standards

Knowledge of:

- Principles, methods, materials, and equipment used in installation, maintenance, construction and repair of water services, as well as distribution and transmission systems.
- Laws, regulations and ordinances applicable to water distribution systems.
- Installation, maintenance, repair and testing of water meters.
- Mathematical principles related to water measurement and distribution systems.
- District policies and procedures related to customer service and customer relations.
- Proper work safety standards.
- Principles of employee training and supervision.
- Basic technology skills including e-mails, texting, word processing, and spreadsheets.
- Basic knowledge of GIS/GPS technologies (is preferred).
- Basic knowledge of operational controls that include programming logic of PLCs and telemetry.

Ability to:

- Develop, direct and perform more complex work assignments, including supervision of staff, in the installation, operations, maintenance, construction and repair of meters, water service systems, hydrants and transmission and distribution systems.
- Coordinate and read water meters accurately and efficiently.
- Conduct field surveys using GIS/GPS technologies and desktop software.
- Deal tactfully and courteously with the public and fellow workers.
- Understand and follow oral and written directions.
- Develop and maintain benchmark, update and repair reports.
- Oversee field O&M activities including various customer service activities.
- Oversee and direct operational needs to meet customer water demands.
- Provide supervision, training, and guidance to assigned staff.
- Read and interpret plans, diagrams, and blueprints.
- Effectively represent District water service functions with the public, contractors, and other organizations.
- Establish and maintain cooperative working relationships with co-workers, outside agencies and the public.
- Have regular attendance and adherence to prescribed work schedule to conduct job responsibilities.

Desirable Qualifications

Any combination of education and experience that would likely provide the necessary knowledge and abilities is qualifying.

A typical way to obtain the knowledge and abilities would be:

Experience: A minimum of four (4) years of increasingly responsible work experience in the water service and meter industry that includes installation, operations, maintenance, construction and repair of water service systems and meters, including experience with field customer relations work as well as a minimum of one (1) year of experience working in a supervisory capacity.

Education: Equivalent to completion of the twelfth grade supplemented by specialized course work related to the operation, maintenance, construction, and repair of water distribution systems. Having an Associate’s degree from an accredited institution in water management/supervision, engineering or science is desirable.

License Certificate Registration Requirement

Driver License: Possession of a valid California Class B Driver's License is required at the time of appointment. Having a Class A Driver's License is desirable. A valid California Driver's License Class A is required within one (1) year from the date of hire. Failure to obtain or maintain such required license(s) may be cause for disciplinary action. Individuals who do not meet this requirement due to a physical disability will be considered for accommodation on a case-by-case basis.

Possession of, and having proof of a driving record free of multiple or serious traffic violations or accidents for two (2) consecutive years. The applicant’s driving record shall not contribute to an increase in the District's automobile rates. A current (within the last thirty-days) DMV driving record printout is required at time of application.

General Certifications: Possession of a current Grade D2 Water Distribution Operator Certificate and a Grade T2 Water Treatment Plant Operator as issued by the California State Water Resource Control Board.

The specific statements in each section of this description are not intended to be all-inclusive. They represent typical elements and criteria necessary to successfully perform the job.

I have reviewed this Job Description with the District Manager and agree with its contents.

Employee Signature

Date

District Manager Signature

Date