

# Phelan Piñon Hills Community Services District

## Job Description

JOB TITLE: Lead Water System Operator

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EXEMPT:	No	SALARY LEVEL: 20 (New Range)
DEPARTMENT:	Water Operations	
REPORTS TO:	Water Operations Supervisor	
APPROVED:	July 1, 2019	

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### SUMMARY:

Under the general supervision of the Water Operations Supervisors, the Lead Water System Operator assumed a lead role and performs semiskilled manual labor in the installation, maintenance, repair of water production and distribution facilities. This position primarily implements and organizes the District's Meter Reading Program and field disconnection related processes, assumes the lead role in field customer service, and coordinates inventory related processes. This position also conducts other primary and secondary duties associated with water operations. This classification works independently and is occasionally responsible in the absence of a supervisor. To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**ESSENTIAL DUTIES AND RESPONSIBILITIES:** (Responsibilities and duties may include, but are not limited to, the following)

### Primary Duties & Responsibilities:

- **Meter Reading Program & Field Disconnection Related Processes**
  - Implements and organizes the day-to-day activities associated with meter reading and field disconnection processes.
  - Makes recommendations for improving efficiencies.
  - Works cooperatively with administrative personnel in coordinating meter reading and disconnection processes.
  - Implements training as needed for field staff pertaining to meter reading and related software, database, and applications.
  - Performs technical work in the reading, testing, repairing, replacing, and installation of residential and commercial water meters.
  - Troubleshoots radio read meters and related equipment.
  - Tracks and updates records pertaining to District's meter population.
  - Locates and reads residential, commercial, and irrigation water meters using both manual and automated radio read meter system methods; may involve digging to uncover the meter.
  - Checks to see that meters are functioning properly and reports broken glass, lids, boxes, and other meter defects.

- Checks consistency of meter readings and reports unusual findings, including testing water meters to ensure accuracy.
- Cleans out flooded and buried meters, replaces or makes minor repairs on leaking, damaged, or malfunctioning meters.
  
- **Customer Service**
  - Assumes lead role in field customer service, including difficult and specialized customer service situations involving upset and dissatisfied customers requiring sensitive and sound judgement.
  - Investigates customer complaints involving malfunctioning meters, leaks, high water bills, low and/or high pressure, etc.
  - Communicates results of investigations to customers on-site.
  - Discusses problems and concerns with customers and attempts to resolve their needs courteously and in a timely manner.
  - Notifies customers of planned and/or emergency shutdowns of water system via door tags and/or requesting the appropriate customer service personnel to contact customers.
  - If necessary, refers customers to supervisor and/or appropriate administrative customer service personnel for problem/complaint resolution.
  - Implements training as needed for field staff pertaining to customer service and related customer service software, database, and applications.
  
- **Inventory**
  - Develops and implements efficient processes for conducting inventory processes and inventory control.
  - Works cooperative with the District's administrative staff regarding inventory requests.
  - Periodically audits warehouse inventory.
  
- **Water Operations/General**
  - Assumes a leadership role/lead position when working with other Operators.
  - Makes decisions within scope of responsibility.
  - Demonstrates continuous effort to improve operations, decrease turnaround times, streamline work processes, and work cooperatively and jointly to provide quality customer service and establish effective customer relations.
  - Acts as supervisor in the absence of a Water Operations Supervisor.
  - Attends and participates in professional group meetings; stays abreast of new trends and innovations in fields of responsibility.
  - Documents action taken on service orders and water conservation door tags.
  - Submits service orders and time sheets promptly to supervisor(s).
  - Flushes distribution mains for water quality control.
  - Shuts down main lines in emergencies.

- Installs water lines, fire hydrants, meters; potholes existing lines, digs trenches by hand or with equipment, and assists with construction inspections.
- Transports materials, tools, and equipment; loads and unloads parts and materials.
- Operates regular specialized equipment, such as: Backhoes, dump trucks, mixers, bypass pumps, generators, combination cleaners, air compressors, and other equipment as necessary.
- Operates and maintains water distribution system lines, storage tanks, wells, control valves, and booster stations.
- Inspects District distribution system for proper operation, safety, and regulatory compliance.
- Tests chlorine residuals and maintains chlorine levels to ensure water quality.
- Responds to emergency calls on a 24-hour basis; performs “on call” duties with a 1-hour or less response time; on-call duties are performed in all weather conditions, including inclement weather.
- Performs preventative maintenance work on pumps, motors, valves, generators, compressors, and pulls, replaces, or repairs as necessary.
- Manually turns pumps on and off, opens and closes valves.
- Repairs and/or replaces screens, vents, and fences at all sites.
- Operates District vehicles and equipment.
- Performs daily checks of vehicles and keeps records of vehicle maintenance.
- Maintains production facilities.
- Inspects for possible source of leakage and determines if leak is the customer’s and/or District’s responsibility.
- Responds to telemetry failures and maintains clay valves.
- Makes minor adjustments to production facilities on telemetry system (SCADA).
- Assists with enforcement of conservation ordinance and customer awareness, including completing reports and forms, reviewing problems with customers, making suggestions to customers, demonstrating community involvement in education and awareness; complies and enforces the District’s water conservation ordinance by observing and reporting water conservation violations and/or water theft throughout the District.
- Reviews plans in reference to meter locations and installations.
- Ordering parts and conducting inventory.
- Performs other duties as required.

#### Secondary Duties & Responsibilities

- Conducts daily inspections and records readings of District facilities.
- Conducts monthly reservoir inspections.
- Greases and changes oil on pumps, motors, and engines in accordance with established guidelines.
- Assists in performing repairs or adjustments to operating equipment to wells, plants, or pumping stations.

- Cleans tanks and other equipment; maintains structures and grounds.
- Operates a backhoe skillfully.
- Takes water quality samples throughout the system, including wells and reservoir sites.
- Makes adjustments to production facilities on Supervisory Control and Data Acquisition (SCADA) system to ensure proper operation of District facilities.
- Regulates and controls the amount of chemicals used to maintain specified water treatment requirements.

**CERTIFICATES, LICENSES, REGISTRATIONS:**

- Valid, unrestricted, Class C California Driver's License issued by the California Department of Motor Vehicles (class A preferred).
- Proof of good driving record as evidenced by freedom from multiple or serious traffic violations or accidents for at least two (2) years duration.
- Must possess State of California Water Treatment Operator Certificate Grade T1 and Distribution Operator Certificate Grade D2.
- Operators must complete the designated number of contact hours (continuing education/training requirements) to maintain the required certifications as a condition of continued employment.

**EDUCATION AND/OR EXPERIENCE:**

- High school diploma, or equivalent required.
- Coursework related to water distribution/production/quality.
- Minimum of three (3) years of experience and/or training providing knowledge, skills, and abilities cited above with increasing responsibility, performance, proficiency, and competency.

**QUALIFICATION REQUIREMENTS:**

The requirements listed below are representative of the knowledge, skill and/or ability required.

**KNOWLEDGE OF:**

- Methods, materials, and equipment used in water operations.
- Customer service practices and customer oriented etiquette.
- Principles and practices of effective leadership.
- Proper work safety standards.
- MS Office Suite, including Excel, Word, and Outlook.
- English language skills, including satisfactory writing free of grammatical and spelling errors.
- SCADA system operation.
- Report writing and electronic report submission to various agencies.
- Construction and project management knowledge, desired.

**ABILITY TO:**

- Respond within one (1) hour to assigned work location (required).
- Comply with all District policies, procedures, rules, and regulations, including all safety standards.
- Communicate effectively, both verbally and in written format.
- Develop and implement work standards.
- Plan and organize to meet changing priorities and deadlines.
- Analyze and resolve complex customer service problems.
- Exercise independent judgement and initiative.
- Analyze, interpret, and explain District policies to customers and deal with customers in a tactful and courteous manner.
- Use creative thought to problem solve including the use of new and innovative technologies and techniques.
- Participate in groups and committees that affect District operations, policies, and procedures.
- Attend safety related training as necessary.
- Maintain regular attendance and adhere to prescribed work schedule to conduct job responsibilities.
- Perform a variety of basic work assignments in the installation, maintenance, and repair of water pumping facilities.
- Operate motor vehicles and power-driven equipment used in water service work.
- Deal tactfully and courteously with the public.
- Follow oral and written directions.
- Establish and maintain cooperative working relationships.
- Read and interpret piping and distribution diagrams.
- Read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals.
- Write routine reports and correspondence.
- Maintain communication with administrative staff via two-way communication device, such as radio or telephone.
- Work independently on job assignments.
- Add, subtract, multiply, and divide in all units of measurement, using whole numbers, common fractions, and decimals.
- Apply common sense understanding to carryout instructions furnished in written, oral, or diagram form.
- Deal with problems involving several variables in various situations.
- Work weekends and holidays.

**TYPICAL PHYSICAL DEMANDS:**

The physical activities described here are representative of those that must be met by an employee to successfully perform the essential functions of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Perform heavy manual labor and work outdoors in varying weather conditions.
- Work in desert and mountainous areas and remote locations.
- Work in an environment with possible exposure to dust, dirt, fumes, vapors, noise, inclement weather, and significant temperature changes.
- Drive in all weather conditions.
- Regularly lift and/or move up to 25 pounds, frequently lift and/or move up to 50 pounds, and occasionally lift and/or move up to 100 pounds.
- Read small numbers, dials, and gauges accurately.
- Ability to stoop, kneel, crouch, crawl, and climb during field repair work.
- Stand and walk for extended time periods and on uneven terrain.
- Hearing and vision within normal ranges with or without correction.
- Write or use a keyboard to communicate through written means.
- Perform simple grasping and fine manipulation of objects.
- Travel frequently by automobile in conducting daily District business.
- Stoop, kneel, crouch, crawl, and walk while performing duties.
- Climb 25 feet, or higher, and work at sustained heights for long periods of time.
- May be exposed to moving mechanical parts, high places, toxic or caustic chemicals, and areas where there is a risk of electrical shock.
- Work in an environment containing moderate noise levels.
- On a continuous basis, sit at a desk and in meetings for long periods of time.
- Use a computer for long periods of time.
- Write or use keyboard to communicate through written means.
- Perform simple grasping and fine manipulation of objects.
- Travel occasionally by automobile in conducting District business.
- Occasionally travel by airplane in conducting District business.