

WATER SERVICE WORKER II

Definition/Summary

Under general supervision of the Water Service Lead Worker, the Water Service Worker II classification performs a full range of the more complex duties involving general labor for the installation, maintenance and repair of water distribution systems with minimal supervision and training.

Distinguishing Characteristics

This is a journeyman level position in the Water Service Worker series and is responsible for performing duties that range from the more routine and repetitive duties to the more complex maintenance, installation, and repair assignments. It is anticipated that duties will be performed with minimal direction and supervision. 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. When sufficient experience is obtained and an ability to work independently has been demonstrated, an incumbent may be eligible for promotion to a higher level position, if a vacancy exists.

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.

- Maintain all District sites and facilities.
- Perform distribution and transmission system maintenance, repair and installation of pipes, valves, hydrants, meters and related appurtenances.
- 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.
- 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.
- Operate heavy equipment and drive vehicles including service trucks, dump trucks, equipment trailers, backhoes and a variety of hand and power equipment associated in the work.
- Assist with the reading, installation, testing, repair and maintenance of meters.
- Perform the repair of meter services such as gate valves, meter connections, angle stops, service pipes, and corporation stops.
- Perform field work on positive displacement, turbine, flow, and compound meters.
- Perform routine services and maintenance to vehicles and equipment.
- Perform inspection of construction projects to assure conformance with District standards and specifications.
- Perform customer service activities that include meter reading, service work-orders, site delivery of notifications, service turn-ons/offers and field test meters.
- May research and report on customer service issues including low/high pressure, water quality issues, as well as other issues to District staff and/or customers.

- Assist contractors, and representatives of other utilities with the location of District service lines.
- Clean dead-end lines by discharging water until no apparent odor, taste, or color exists.
- Perform leak tests to locate leaks in service lines.
- Install laterals.
- May collect water samples for laboratory testing.
- Shut services off, seal services and/or remove meters as directed.
- Establish and maintain cooperative working relationships with co-workers, outside agencies, and the public.
- Occasionally assumes other duties as assigned by the District Manager.

Typical Physical Activities

- Operate District vehicles and equipment in field installation and maintenance work.
- Must be able to carry, push, pull, reach and lift equipment and parts weighing up to 50 pounds.
- Must be able to 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.
- Communicate both verbally and in written form with District staff and customers in all settings.
- Regularly use a telephone 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.
- Basic technology skills including e-mails, texting, word processing, and spreadsheets.
- Basic knowledge of GIS/GPS technologies (is preferred).

Ability to:

- Perform more complex work assignments in the installation, maintenance, and repair of meters, water service systems including transmission and distribution systems.
- Work outdoors in extreme weather conditions including cold, heat and dust.
- Read water meters accurately and efficiently.
- Operate motor vehicles and power-driven equipment used in water service work.
- Conduct field surveys using GIS/GPS technologies and desktop software.
- Supervise less experienced employees as required.

- Deal tactfully and courteously with the public and fellow workers.
- Understand and follow oral and written directions.
- 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 three (3) years of increasingly responsible work experience in the water service and meter industry that includes installation, maintenance, and repair of water service systems and meters, including experience with field customer relations work.

Education: Equivalent to completion of the twelfth grade.

License Certificate Registration Requirement

Driver License: Possession of a valid California Class C Driver's License is required at the time of appointment. Failure to maintain such required license 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 Operator Certificate issued by the California State Water Resource Control Board are required.

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