

# WATER SERVICE WORKER I

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## **Definition/Summary**

Under general supervision of the Water Service Lead Worker, the Water Service Worker I classification performs routine duties involving general labor for the maintenance, installation and repair of water distribution systems, while learning the more difficult assignments.

## **Distinguishing Characteristics**

This is the entry level position in the Water Service Worker series and is responsible for performing the more routine and repetitive maintenance, installation, and repair assignments. 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. As incumbents develop job knowledge and skills, they may begin performing duties and responsibilities characteristic of a more advanced job. When sufficient experience has been 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.
- Assist with the performance of distribution and transmission system maintenance, repair and installation of pipes, valves, hydrants, meters and related appurtenances.
- 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 weighing more than 26,000 lbs., including service trucks, dump trucks, equipment trailers, backhoe and a variety of hand and power equipment associated with the work.
- Assist with the reading, installation, testing, and repair of meters.
- Assist with field work involving positive displacement, turbine, flow, and compound meters.
- Assist with the repair and installation of meter services such as gate valves, meter connections, angle stops, service pipes, and corporation stops.
- Perform field maintenance on meters by changing registers and rearranging boxes.
- Perform landscape activities such as mowing, weeding and grubbing at District facilities.
- Perform routine services and maintenance to vehicles and equipment.
- 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.
- Clean dead-end lines by discharging water until no apparent, odor, taste, or color exists.

- Perform leak tests to locate leaks in service lines.
- May collect water quality samples for laboratory testing.
- Shut services off, seal services and/or remove meters as directed.
- Occasionally assumes other duties as assigned by the District Manager.

### **Typical Physical Activities**

- Operate District vehicles in field installations and maintenance work.
- Required to carry, push, pull, reach, and lift equipment and parts weighing up to 50 pounds.
- Required 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 orally with District staff in face-to-face, one-to-one 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 basic work assignments in the installation, maintenance, and repair of water service systems and meters.
- Work outdoors in extreme weather conditions including cold, heat and dust.
- Read water meters accurately and efficiently.
- Learn the more difficult water service and meter installation, maintenance, and repair work.
- Operate motor vehicles and power-driven equipment used in water service work.
- Conduct field surveys using GIS/GPS technologies and desktop software.
- Deal tactfully and courteously with the public and fellow employees.
- 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: One year of responsible work experience in maintenance and construction work.

Education: Equivalent to completion from the twelfth grade.

License Certificate Registration Requirement:

Driver License: Possession of a valid California Class C Driver License is required at the time of appointment. Having a Class A 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 and proof of a driving record free of multiple, or serious, traffic violations or accidents for at least 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: Possess and maintain a current Grade D1 Water Distribution Operator Certificate and a Grade T1 Water Treatment Operator Certificate from the State of California State Water Resource Control Board are required within one (1) year from date of hire. Failure to obtain, or maintain, such required certificate(s) may be cause for disciplinary action. Having a Grade D2 is desirable.

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

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Employee Signature

Date

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District Manager Signature

Date