



TOWN OF DISCOVERY BAY

A COMMUNITY SERVICES DISTRICT

WATER TECH II

\$29.58 – \$33.47/hour, \$61,527 – \$69,622/year

FLSA Designation: Non-Exempt
Established: July, 2016
Revised: January, 2019

Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are not intended to reflect all duties performed within the job.

DEPARTMENT / DIVISION Water

SUMMARY DESCRIPTION

Under general supervision of assigned supervisory or management staff. Assists in the training of lower level Water Technician staff; and performs related work as required.

IDENTIFYING CHARACTERISTICS

Water Tech II – This is the full journey-level class in the water service technician classification series that performs the full range of duties related to the water services, including turning water services on or off, setting, maintaining, and reading meters, and inspecting consumer property for leaks and other billing related issues. Positions at this level are distinguished from the I-level by the performance of the full range of duties as assigned, working independently, and exercising judgment and initiative. Positions at this level receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the department. Positions in the Water Service Technician class series are flexibly staffed and positions at the II-level are normally filled by advancement from the I level requiring two (2) years of experience and after gaining the knowledge, skill, experience, and certifications which meet the qualifications for and after demonstrating the ability to perform the work of the higher-level class. When filled from the outside, the employee is required to have at least two (2) years of prior related experience that allows the employee to meet the qualification standards for the II-level.

REPRESENTATIVE DUTIES

The following duties are typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.

1. Reads water meters according to an assigned schedule and route; records figures for billing purposes; computes consumption; troubleshoots issues with automatic meter reading system.
2. Performs customer service duties such as turn-ons and shut-offs and checking for leaks or dead meters; reports water use violations; assists customers in resolving water volume, leak, quality, and pressure problems; takes water samples.
3. Performs a variety of semi-skilled work to locate, inspect, troubleshoot, maintain, and repair meters, valves, pipes, and related appurtenances; flushes water systems and exercises valves; tests backflow devices.
4. Maintains meter boxes and lids and landscape around meter boxes; installs automated meter end points, water meters, and customer valves.
5. Assists and inspects contract repair work associated with repairs of pipelines within the water system and related appurtenances.

6. Responds to customer complaints and emergency calls for service; uses inspection equipment to investigate and identify causes; and assists in mitigating spills, leaks, and damage, as required.
7. Provides customers with specialized information about their water service (e.g., when consumption is unusually high, when an obstruction prevents reading of meter, and/or when service shut-offs may be required for maintenance purposes).
8. Operates and maintains specialized vehicles and a variety of light, medium, and heavy equipment and hand and power tools related to the maintenance and repair of water meters and related equipment.
9. Observes safe work methods and makes appropriate use of related safety equipment as required.
10. Maintains work areas in a clean and orderly condition, including securing equipment at the close of the workday.
11. Provides needed information and demonstrations concerning how to perform certain work tasks to new employees in the same or similar class of positions.
12. Maintains accurate logs and records of work performed and materials and equipment used.
13. Responds to after-hours emergencies and assists other maintenance crews as needed and in emergency or relief situations.
14. Performs other duties as assigned.

QUALIFICATIONS

The following generally describes the knowledge and ability required to enter the job and/or be learned within a short period of time in order to successfully perform the assigned duties.

Knowledge of:

The operation and minor maintenance of a variety of hand and power tools, vehicles, and light to heavy power equipment. Basic mathematics. Safe driving rules and practices. Basic computer software related to work. English usage, spelling, vocabulary, grammar, and punctuation. Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and Town staff. Meter reading devices and sizes and types of water meters. Characteristics of automated meter reading systems. Principles, practices, tools, and materials for installing, testing, maintaining, and replacing water meters, valves, pipes, and related appurtenances. Utility billing procedures. The operation and minor maintenance of a variety of hand and power tools, vehicles and power equipment. Traffic control procedures and traffic sign regulations. Safety equipment and practices related to the work. Operational characteristics of specialized construction maintenance and repair equipment. Occupational hazards and safety equipment and practices related to the work. Applicable federal, state, and local laws, regulatory codes, ordinances, and procedures relevant to assigned area of responsibility.

Ability to:

Perform basic maintenance and repair work. Make accurate arithmetic calculations. Learn to install, test, maintain, replace, and read meters. Learn utility billing procedures. Learn to safely and effectively use and operate a variety of maintenance and repair equipment and tools. Maintain accurate logs, records, and basic written records of work performed. Understand and follow oral and written instructions. Organize own work, set priorities, and meet critical time deadlines. Use English effectively to communicate in person, over the telephone, and in writing. Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work. Independently read meters on assigned schedule and route and locate, inspect, troubleshoot, maintain, and repair meters, valves, pipes, and related appurtenances. Troubleshoot maintenance problems and determine materials and supplies required for repair. Operate specialized construction, maintenance, and repair equipment. Deal tactfully with the public and others in providing information, answering questions, and providing customer service.

Interpret and apply the policies, procedures, laws, codes, and regulations pertaining to assigned programs and functions. Set up and operate traffic area construction zones, including cones, barricades, and flagging. Read, interpret, and apply technical information from manuals, drawings, specifications, layouts, blueprints, and schematics. Follow department policies and procedures

related to assigned duties. Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.

EDUCATION AND EXPERIENCE:

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Water Tech II - Equivalent to the completion of the twelfth (12th) grade plus two (2) years of experience in customer service, the maintenance or repair of underground utilities and/or water meters, or a related mechanical maintenance field; or two (2) years of experience equivalent to a Water Tech I at the Town.

License:

Must possess and maintain a valid California class C driver's license and have a satisfactory driving record. Possession of a Grade II Water Distribution Operator certificate issued by the DHS. Possession of a Backflow Prevention Assembly Tester certificate. A background check will be conducted.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT

The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.

Environment: Employees work in the field and are exposed to loud noise levels, cold and hot temperatures, inclement weather conditions, road hazards, vibration, confining workspace, chemicals, mechanical and/or electrical hazards, and hazardous physical substances and fumes. The employee interfaces with staff, management, and the public in providing customer service, explaining Town policies and procedures, and requesting and providing information. May be required to work evenings, weekends and holidays on a rotational basis on an on-call or call-back basis when necessary to accommodate the needs of the Town.

Physical: Must possess mobility to work in the field; strength, stamina, and mobility to read meters and perform light to heavy physical work, to work in confined spaces and around machines, to climb and descend ladders, to operate varied hand and power tools and construction equipment, and to operate a motor vehicle and visit various Town sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone or radio. The job involves fieldwork requiring frequent walking in operational areas to identify problems or hazards. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate above-mentioned tools and equipment. Positions in this classification bend, stoop, kneel, reach, and climb to perform work and inspect work sites. Employees must possess the ability to lift, carry, push, and pull materials and objects weighing 50 pounds or heavier, with the use of proper equipment.

Vision: See in the normal visual range with or without correction.

Hearing: Hear in the normal audio range with or without correction.

Note: All employees of the Town of Discovery Bay Community Services District are designated by state law to be "Disaster Service Workers." In the event of a declared emergency or any undeclared emergency or natural disaster that threatens the life, health and/or safety of the public, employees may be assigned to assist rescue and relief workers. Such assignments may be in locations, during hours and performing work significantly different from the employees' normal work assignments and may continue through the recovery phase of the emergency.