

UTILITY SERVICES TECHNICIAN

*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.*

SUMMARY DESCRIPTION

Under general supervision of the Director of Community Services, performs a wide variety of specialized activities related to the water and wastewater systems including routine maintenance, water quality sampling, and regulatory compliance; assists in the development of and implements the City's Cross Connection Control Program; conducts cross-connection control surveys of existing water customers and ensures proper backflow prevention is in place; maintains inventory and log of annual inspection and testing of backflow prevention devices as mandated by the California Department of Public Health (CDPH); inspects the water distribution system to prevent cross-contamination; assists in the development of a valve exercise program to verify maintenance and operations of distribution system valves; creates a flushing program consistent with CDPH requirements; routine sampling and monitoring for bacteriological, disinfection byproducts, chlorine residual, lead & copper, and other elements as required by CDPH. Inspects and maintains pressure regulating stations and pressure relief valves.

IDENTIFYING CHARACTERISTICS

This is an experienced level position in the city maintenance and utility services. The primary duties of the position focus on water quality sampling, cross-connection control program implementation, valve exercising, , and dead-end flushing. Positions assigned to this class are expected to perform the full range of duties as assigned, working independently, applying program knowledge, and exercising judgment and initiative while having a great deal of public contact. 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 work unit.

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. Performs cross connection control inspections to ensure quality of potable water is being delivered to customers; ensures conformance with federal, state, and local backflow and cross connection regulations.
2. Inspects and tests new backflow installations for compliance; ensures backflow devices are properly installed to protect against backflow, back-siphonage, and back-pressure; prepares reports as necessary.
3. Maintains a database of all Backflow Prevention Devices (BPD) installed in City water distribution system.
4. With the assistance of the Engineering Division, prepares Requests for Proposals for annual contract inspection of all BPD in the City system.
5. Maintains a log of annual pass/fail results. Generates and sends notices of failed tests and the requirement to have BPD repaired and re-tested, follow-up notices, and final notices.
6. Receives, investigates, reviews, and responds to customer complaints regarding cross connections and water quality; resolves complaints in a timely and efficient manner.

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7. Exercises and maintains distribution system valves using manual and motorized tools; inspects valves and similar equipment on-site and performs scheduled exercising as required to maintain proper working order; documents exercising and maintenance activities for inclusion in the annual water report.
8. Inspects, repairs and maintains pressure reducing stations and pressure relief valves.
9. Operates a variety of construction and maintenance equipment and hand and power tools including a service truck, portable valve exercising and vacuuming equipment, field water quality meters, and backflow device tester.
10. Oversees a flushing program consistent with CDPH requirements and schedules and coordinates with streets and roads crew the periodic flushing program. Coordinates with supervisor for noticing to residents in the area affected by the flushing activities. Complies with state regulations for discharge to surface waters.
11. Monitors chlorine residual levels, disinfection byproducts, routine bacteriological monitoring, lead, copper, radon, MTBE, and other chemical and bacteriological elements as required by CDPH. Prepares and delivers summary reports to CDPH and maintains organized files.
12. Prepares draft Annual Reports for the water distribution systems.
13. Performs sampling of water and wastewater discharges and receiving waters during planned or unplanned events. Deliver samples to wastewater treatment plant laboratory or private lab if after hours.
14. Serves as liaison between the City and outside agencies regarding assigned duties and activities; responds to and provides information as necessary.
15. Respond to public inquiries in a courteous manner; provide information within the area of assignment; resolve complaints in an efficient and timely manner.
16. May assist with reading and testing water meters as necessary.
17. Performs related duties as required.
18. Fills on-call assignments as directed by supervisor.

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:

- Operational characteristics of water distribution systems.
- Operations, services, and activities of a cross connection control program.
- Practices, principles, and techniques of cross connections.
- Basic legal requirements of cross connections.
- Backflow devices and cross connection control problems and their prevention.
- Operational characteristics of maintenance and construction equipment and tools used in work activities.
- Proper procedures used in the maintenance and repair of hand and power tools.
- Principles and practices of customer services.

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Office procedures, methods, and equipment including computers.
Basic mathematical principles.
Basic principles and practices of record keeping.
Occupational hazards and standard safety practices.
Pertinent federal, state, and local laws, codes, and regulations.
Knowledge and principles of pressure regulating stations and pressure relief valves.

Ability to:

Perform inspections on water distribution and collections systems.
Perform a full range of skilled tasks involved in the exercising and servicing of the water distribution system.
Exercise and maintain distribution valves.
Interpret, apply, and enforce pertinent rules and regulations.
Interpret and explain cross connection and water quality regulations.
Analyze and interpret the results of a variety of cross connection control tests and tests of water.
Operate a variety of maintenance equipment and tools including light power driven equipment and hand tools in a safe and effective manner.
Perform heavy manual labor.
Perform assigned work in accordance with appropriate safety practices and regulations.
Operate office equipment including computers and supporting software applications.
Maintain accurate records and prepare appropriate reports.
Work independently in the absence of supervision.
Understand and carry out oral and written directions.
Communicate clearly and concisely, both orally and in writing.
Establish and maintain effective working relationships with those contacted in the course of work.
Collect samples during a domestic or wastewater discharge, per permit standards, during and after hours.

Education and Experience Guidelines - *Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:*

Education/Training:

Equivalent to the completion of the twelfth grade.

Experience:

Five years of water and sewer maintenance experience.

License or Certificate:

Possession of, or ability to obtain, an appropriate driver's license.
Possession of a Grade II Water Distribution Operator Certificate or the ability to obtain the Certificate within one-year of appointment.
Possession of a Backflow Prevention Tester Certification within twelve (12) months of appointment.
Possession of a Cross Connection Control Specialist Certification within twelve (12) months of appointment.
Grade I Sewer Collection System Maintenance certification desirable.

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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: Indoor and outdoor environments; travel from site to site; exposure to noise, dust, grease, smoke, fumes, gases, electrical currents, toxic agents/chemicals, and inclement weather conditions; work with or in water; work and/or walk on various types of surfaces including slippery or uneven surfaces and rough terrain.

Physical: Primary functions require sufficient physical ability and mobility to work in a field environment; walk, stand, and sit for prolonged periods of time; frequently stoop, bend, kneel, crouch, crawl, climb, reach, and twist; push, pull, lift, and/or carry moderate to heavy amounts of weights; operate assigned equipment and vehicles; ability to verbally communicate to exchange information.

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

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

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Dates Revised: June, 2004; June, 2013

Johnson & Associates