

SENIOR WATER SYSTEM OPERATOR

Approved: July 2016

FLSA: Non-exempt

Unit: SEIU



Definition
Under general supervision, leads, trains, oversees, and participates in the more complex and difficult work of a crew responsible for performing a variety of work in the construction, modification, maintenance, and repair of City water distribution main and lateral pipeline systems, including complex residential and commercial water meters, valve cans, meter boxes and water distribution valves; uses and operates a variety of manual and power tools and light to heavy power driven equipment; provides technical and specialized assistance to the Chief Water Operator; and performs related work as required.
Supervision received and exercised
Receives general supervision from the Chief Water Operator. Exercises technical and functional direction to lower-level staff.
Class characteristics
This is the advanced journey-level in the water system operator classification series that performs the most complex duties required to ensure that City infrastructure, systems, and facilities are maintained in a safe and effective working condition and provide the highest level of safety for public use. Responsibilities include inspecting and attending to assigned areas in a timely manner, and performing a wide variety of tasks in the maintenance and repair of assigned facilities and systems. Incumbents regularly work on tasks that are varied and complex, requiring considerable discretion and independent judgment. Positions in this classification rely on experience and judgment to ensure the efficient and effective functioning of the assigned section. The work involves problem-solving of unique issues or increasingly complex problems without precedent and/or structure. Assignments are given with general guidelines and incumbents are responsible for establishing objectives, timelines, and methods to deliver work products. This class is distinguished from the chief water operator in that the latter is the full supervisory-level class in the series responsible for organizing, assigning, supervising, and reviewing the work of assigned staff involved in water quality and operations.
Examples of typical job functions (illustrative only)
Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job. <ul style="list-style-type: none">• Provides technical and functional direction to assigned water system operations staff; reviews and controls quality of work; participates in performing routine to complex and specialized water maintenance and repair work.• Plans, schedules, prioritizes, and assigns maintenance and repair work in consultation with the Chief Water Operator; instructs staff in work procedures.• Trains employees in work methods, use of tools and equipment, and relevant safety precautions.• Estimates costs of construction and maintenance work, supplies, equipment and materials; orders supplies and equipment for work projects; maintains records of purchase orders; assists in developing budget figures for the division; monitors expenditures.• Inspects and evaluates work in progress and upon completion to assure that repairs, maintenance, and project activities are performed in accordance with City standards and specifications.• Assists in coordinating, overseeing, and personally participating in all water utilities maintenance programs.• Performs a wide variety of maintenance, repair, and installation work in the City infrastructure, systems and facilities to which assigned, including water distribution main and lateral pipeline systems, water production and plant operations, and complex residential and commercial water meters, valve cans, meter boxes and water distribution valves.• Ensures compliance with applicable federal, state, and local laws and regulations, including American Water Works Association standards, City water installation standards, right of way, encroachments and set-backs.• Observes safe work methods and makes appropriate use of related safety equipment as required; may participate and assist in coordinating safety training.• Receives and responds to service calls and customer complaints regarding issues such as water leaks, water bill disputes and questions, and water quality; investigates customer issues and complaints; resolves or refers issues to supervisor.• Participates in the citywide inspection program, including inspecting assigned City infrastructure for safety issues, structural integrity, and possible future work projects and programs, and appropriately marking areas that need to be repaired.• May locate underground water lines as part of Underground Service Alert (USA) to inform contractors, agencies and City employees doing construction, excavation or digging work.

- Monitors contractors working with and around underground services to ensure the work is appropriately performed to code and does not damage, cover, or bury existing infrastructure such as meters and valves; addresses discrepancies as necessary.
- Operates and maintains specialized vehicles and a variety of light, medium, and heavy equipment related to the construction, maintenance, and repair of water utilities systems and facilities.
- Observes safe work methods and makes appropriate use of related safety equipment as required; may participate and assist in coordinating safety training.
- Maintains accurate logs and records of work performed and materials and equipment used.
- Acts as the Chief Water Operator in his or her absence or as assigned.
- Stays current on the status of new and pending regulatory legislation; attends training, meetings, workshops, etc., as required to enhance job knowledge and skills.
- Performs other duties as assigned.
- May perform water quality flushing, sampling and analyzing activities.

Qualifications

Knowledge of

- Basic principles of supervision and training.
- Public works maintenance principles, practices, tools, and materials for maintaining and repairing assigned City infrastructure, systems and facilities.
- Applicable federal, state and local laws, regulatory codes, ordinances, and procedures relevant to assigned area of responsibility.
- Maintenance principles, practices, tools, and materials for maintaining and repairing water distribution main and lateral pipeline systems, including residential and commercial water meters, valve cans, meter boxes and water distribution valves.
- Operational characteristics of specialized water utilities maintenance and repair equipment.
- The operation and minor maintenance of a variety of hand and power tools, vehicles and power equipment.
- Safety equipment and practices related to the work, including the handling of hazardous chemicals.
- Traffic control procedures and traffic sign regulations.
- Basic hydraulics and mathematics.
- Safe driving rules and practices.
- Principles and procedures of record-keeping and reporting.
- Modern office practices, methods, and computer equipment and applications.
- Basic English, reading comprehension and communication skills.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors and City staff.

Ability to

- Plan, schedule, assign, and oversee activities of water system maintenance and repair personnel.
- Inspect the work of others and maintain established quality control standards.
- Train others in proper and safe work procedures.
- Identify and implement effective course of action to complete assigned work.
- Oversee and participate in maintenance and related projects in the assigned functional area(s).
- Perform construction, modification, maintenance, and repair work on assigned municipal infrastructure, facilities, systems, and/or appurtenances.
- Operate specialized construction and maintenance, light to heavy vehicles and equipment.
- Set up and operate traffic area construction zones, including cones, barricades and flagging.
- Locate underground utilities by use of blue prints and electronic locating equipment in accordance with Underground Service Alert (USA) regulations.
- Troubleshoot maintenance problems and determine materials and supplies required for repair.
- Read and interpret construction drawings, blueprints, maps and specifications.
- Safely and effectively use and operate hand tools, mechanical equipment, power tools, and equipment required for the work; perform routine equipment maintenance.
- Maintain accurate logs, records, and basic written records of work performed.
- Follow department policies and procedures related to assigned duties.
- Give, as well as understand and follow, oral and written instructions.
- Make accurate arithmetic calculations.
- Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize own work, set priorities and meet critical time deadlines.
- Use English effectively to communicate in person, over the telephone and in writing.

<ul style="list-style-type: none"> • Use tact, initiative, prudence, and independent judgment within general policy, procedural and legal guidelines. • Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.
Education and experience
<p>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:</p> <ul style="list-style-type: none"> • Equivalent to the completion of the twelfth (12th) grade. • Four (4) years of experience in the installation, construction, and maintenance of water distribution system pipelines, valves, and appurtenances and/or water production and plant operations, or at least one (1) year of experience equivalent to that of Water System Operator II at the City of Menlo Park.
Licenses and certifications
<ul style="list-style-type: none"> • Possession of, or ability to obtain, a valid California driver's license by time of appointment. • Possession of a valid California Class B driver's license with the appropriate endorsements may be required. • Possession of, or ability to obtain, a valid Grade III Water Distribution Operator Certificate issued by the California State Water Resources Control Board (SWRCB) within one (1) year of employment. • Possession of, or ability to obtain, a valid Backflow Device Tester Certificate issued by the American Water Works Association (AWWA). • Possession of, or ability to obtain, a valid Grade II Water Treatment Operator Certificate issued by the SWRCB may be required if treating water.
Physical demands
<p>Must possess mobility to work in the field; strength, stamina, and mobility to perform medium 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 City 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 up to 80 pounds, or heavier weights with the use of proper equipment.</p>
Environmental elements
<p>Employees work in the field and are exposed to loud noise levels, vibration, confining workspace, chemicals, mechanical and/or electrical hazards, and hazardous physical substances and fumes. Employees may interact with upset staff and/or public and private representatives and contractors in interpreting and enforcing departmental policies and procedures.</p>
Working conditions
<p>Required to be on-call and to work various shifts or emergencies on evenings, weekends, and/or holidays.</p>