

**Phelan Piñon Hills Community Services District**  
**Job Description**  
JOB TITLE: Water Quality Technician/WSOII

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EXEMPT:	No	SALARY LEVEL:	80
DEPARTMENT:	Facilities & Maintenance		
REPORTS TO:	Water Operations Supervisor	APPROVED:	12/21/2017

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**SUMMARY:**

Under the general supervision of the Water Operations Supervisor, the Water Quality Technician/Water System Operator II (WSOII) directly takes part in the operations, maintenance, repair, and construction work of the District's water production & distribution system, and duties that relate to the enforcement, monitoring, and reporting of District water quality standards. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**ESSENTIAL DUTIES AND RESPONSIBILITIES:** (Responsibilities and duties may include, but are not limited to, the following)

**PRIMARY**

- Collects water source and distribution system samples as required.
- Prepares and submits all water quality reports, writes required reports, provides production lab analysis to regulatory agencies and for internal purposes.
- Along with the Water Operations Manager, reviews new and existing environmental regulations as related to drinking water; performs research on new regulations and develops strategies for compliance; prepares reports highlighting required action, due dates, implementation plans, and costs.
- Provides assistance to the Water Operations Manager in preparation of the District's CCR report (Water Quality Report) to include all water quality monitoring results, annual changes in reporting requirements from CDPH, layout, printing, and mailing.
- Administers cross-connection control program.
- Responds to customer questions and complaints related to water quality and backflow; assists customers by answering water quality, inspection, water standards, and water planning related questions.
- Collects, reviews, records, and maintains records of all water level data from the District wells and data points monthly and reports to the Water Operations Supervisor.
- Act as the District's construction inspector for water-related projects.
- Reviews work with District staff and contractors to ensure compliance with approved plans and specifications for individual developments.
- Participates in on-call rotation for standby.

**SECONDARY**

- Conducts daily inspections and records readings of District facilities.
- Greases and changes oil on pumps, motors, and engines in accordance with established guidelines.

- Assists in performing repairs or adjustments to operating equipment to wells, plants, or pumping stations.
- Cleans tanks and other equipment; maintains structures and grounds.
- Investigates customer complaints involving malfunctioning meters, leaks, high water bills, low and/or high pressure, water quality, etc.
- Communicates results of investigations to customers on-site.
- Discusses problems and concerns with customers and attempts to resolve their needs courteously and in a timely manner.
- Notifies customers of planned and/or emergency shutdowns of water system via door tags and/or requesting the appropriate customer service personnel to contact customers.
- If necessary, refers customers to supervisor and/or appropriate customer service personnel for problem/complaint resolution.
- Documents action taken on service orders and water conservation door tags.
- Submits service orders and daily time sheet promptly to supervisor(s).
- Locks off water service during shut-off days when necessary.
- Flushes distribution mains for water quality control.
- Shuts down main lines in emergencies.
- Installs water lines, fire hydrants, meters; potholes existing lines, digs trenches by hand or with equipment, and assists with construction inspections.
- Transports materials, tools, and equipment; loads and unloads parts and materials.
- Operates regular specialized equipment, such as: Backhoes, dump trucks, mixers, bypass pumps, generators, combination cleaners, air compressors, and other equipment as necessary.
- Operates and maintains water distribution system lines, storage tanks, wells, control valves, and booster stations.
- Inspects District distribution system for proper operation, safety, and regulatory compliance.
- Tests chlorine residuals and maintains chlorine levels to ensure water quality.
- Responds to emergency calls on a 24-hour basis; performs "on call" duties with a 1-hour or less response time; on-call duties are performed in all weather conditions, including inclement weather.
- Performs preventative maintenance work on pumps, motors, valves, generators, compressors, and pulls, replaces, or repairs as necessary.
- Manually turns pumps on and off, opens and closes valves.
- Repairs and/or replaces screens, vents, and fences at all sites.
- Operates District vehicles and equipment.
- Performs daily checks of vehicles and keeps records of vehicle maintenance.
- Performs technical work in the reading, testing, repairing, replacing, and installation of residential and commercial water meters.
- Locates and reads residential, commercial, and irrigation water meters using both manual and automated radio read meter system methods; may involve digging to uncover the meter.
- Checks to see that meters are functioning properly and reports broken glass, lids, boxes, and other meter defects.
- Checks consistency of meter readings and reports unusual findings.
- Cleans out flooded and buried meters, replaces or makes minor repairs on leaking, damaged, or malfunctioning meters.
- Maintains production facilities.
- Tests water meters to ensure accuracy.

- Inspects for possible source of leakage and determines if leak is the customer's and/or District's responsibility.
- Responds to telemetry failures and maintains cla-valves.
- Makes minor adjustments to production facilities on telemetry system (SCADA).
- Assists with enforcement of conservation ordinance and customer awareness, including completing reports and forms, reviewing problems with customers, making suggestions to customers, demonstrating community involvement in education and awareness; complies and enforces the District's water conservation ordinance by observing and reporting water conservation violations and/or water theft throughout the District.
- Reviews plans in reference to meter locations and installations.
- Orders parts and conducting inventory.
- Assumes a leadership role/lead position when working with other Operators.
- Makes decisions within scope of responsibility.
- Operates a backhoe skillfully.
- Takes water quality samples throughout the system, including wells and reservoir sites.
- Knowledge of Supervisory Control and Data Acquisition (SCADA) system to insure proper operation of District facilities.
- Regulates and controls the amount of chemicals used to maintain specified water treatment requirements.
- Demonstrates continuous effort to improve operations, decrease turnaround times, streamline work processes, and work cooperatively and jointly to provide quality customer service and establish effective customer relations.
- Performs other duties as assigned.

#### CERTIFICATES, LICENSES, REGISTRATIONS:

- Valid, unrestricted, Class A California Driver's License with HAZMAT endorsement issued by the California Department of Motor Vehicles, or ability to obtain within one (1) year.
- Proof of good driving record as evidenced by freedom from multiple or serious traffic violations or accidents for at least two (2) years duration.
- State of California Water Treatment Operator Certificate Grade T1 and Distribution Operator Certificate Grade D3, or D2 with ability to obtain D3 certification within one (1) year.
- AWWA Backflow Prevention Device General Tester Specialist certification, or ability to obtain certification within one year of hire.
- AWWA Cross Connection Control Specialist certification, or ability to obtain certification within one year of hire.
- Must complete the designated number of contact hours (continuing education/training requirements) to maintain the required certifications as a condition of continued employment.

#### EDUCATION AND/OR EXPERIENCE:

- High school diploma, or equivalent required.
- Coursework related to water system construction, backflow protection, water system operations, environmental science, and water quality.

- At least 5 years of experience (or combination of education and experience) with thorough knowledge of the principles and practices of water system operation, maintenance, and construction standards and practices.

#### QUALIFICATION REQUIREMENTS:

The requirements listed below are representative of the knowledge, skill and/or ability required.

#### KNOWLEDGE OF:

- Materials and equipment used in water pumping facilities.
- Proper work safety standards.
- Methods, materials, and equipment used in water system maintenance and repair.
- MS Office Suite, including Excel, Word, and Outlook.
- Federal and State codes and regulations pertaining to drinking water.
- Research techniques, including sources and availability of information.

#### ABILITY TO:

- Respond within one (1) hour to assigned work location (required) and work weekends and holidays.
- Comply with all District policies, procedures, rules, and regulations, including all safety standards.
- Attend safety related training as necessary.
- Maintain regular attendance and adhere to prescribed work schedule to conduct job responsibilities.
- Work in an analytical, detail-oriented, precise, and thorough manner.
- Perform a variety of basic work assignments in the installation, maintenance, and repair of water pumping facilities.
- Operate motor vehicles and power-driven equipment used in water service work.
- Deal tactfully and courteously with the public.
- Follow oral and written directions.
- Establish and maintain cooperative working relationships.
- Interpret blueprints, safety orders, and government rules and regulations.
- Read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals.
- Write routine reports and correspondence.
- Create and maintain records and paperwork related to job tasks in a clear and accurate manner.
- Maintain communication with administrative staff via two-way communication device, such as radio or telephone.
- Work independently on job assignments.
- Add, subtract, multiply, and divide in all units of measurement, using whole numbers, common fractions, and decimals.
- Apply common sense understanding to carryout instructions furnished in written, oral, or diagram form.
- Deal with problems involving several variables in various situations.

#### TYPICAL PHYSICAL DEMANDS:

The physical activities described here are representative of those that must be met by an employee to successfully perform the essential functions of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Perform heavy manual labor and work outdoors in varying weather conditions.
- Work in desert and mountainous areas and remote locations.
- Work in an environment with possible exposure to dust, dirt, fumes, vapors, noise, inclement weather, and significant temperature changes.
- Drive in all weather conditions.
- Regularly lift and/or move up to 25 pounds, frequently lift and/or move up to 50 pounds, and occasionally lift and/or move up to 100 pounds.
- Read small numbers, dials, and gauges accurately.
- Ability to stoop, kneel, crouch, crawl, and climb during field repair work.
- Stand and walk for extended time periods and on uneven terrain.
- Hearing and vision within normal ranges with or without correction.
- Write or use a keyboard to communicate through written means.
- Perform simple grasping and fine manipulation of objects.
- Travel frequently by automobile in conducting daily District business.
- Stoop, kneel, crouch, crawl, and walk while performing duties.
- Climb 25 feet, or higher, and work at sustained heights for long periods of time.
- May be exposed to moving mechanical parts, high places, toxic or caustic chemicals, and areas where there is a risk of electrical shock.
- Work in an environment containing moderate noise levels.