

Humboldt Bay Municipal Water District

OPERATIONS and CUSTOMER SERVICE SPECIALIST – OM3

GENERAL PURPOSE

This position is somewhat unique in that it contains elements of other District positions (the Operations and Maintenance Technician) , and it also performs a variety of water quality and retail-level distribution and customer service work.

Under general supervision, this position performs the duties of the Operations and Maintenance Technician position, and also performs retail customer service and distribution system activities such as meter reading, pipeline flushing, backflow device testing, and pipeline locating. Provides assistance to the Water Operations Specialist.

In general, a greater portion of time will be spent in Customer Service, and in Operations and providing support to the Assistant and Operations Supervisors. when the Turbidity Reduction Facility (TRF) is operational, and conversely, a greater portion of time will be spent in the field performing retail customer service functions and system planned maintenance when the TRF is not operational.

ESSENTIAL FUNCTIONS AND DUTIES

1. Performs water system operations duties and responsibilities of the Operations and Maintenance Technician position. Operational duties include:
 - Monitoring and controlling the operation of water pumping, treatment and distribution facilities to achieve proper processing and distribution of water within mandated operating requirements;
 - Starting and controlling plant processes and chemical systems to treat water in accordance with DHS' Permit and other operating requirements;
 - Assisting in handling and storage of water treatment chemicals;
 - Performing water sample collection and various laboratory testing and analytical procedures;
 - Responding to alarms, identifying operating problems, and initiating or implementing appropriate response and corrective actions.
2. Monitor, start and control power generation equipment in a safe manner.
3. Records operation actions including flows, chemical dosages, filtration rates, and other information in appropriate log sheets/books. Notes operational or maintenance problems and writes work orders for repairs.
4. Reads water meters following an established schedule, and checks for inoperative, defaced, or bypassed meters. Makes minor adjustments or repairs to meters/appurtenances. Turns water service on/off and handles inquiries with respect to retail service.
5. Performs weekly, monthly and annual, Water quality sampling per regulatory requirements using prescribed sampling procedures.
6. Responsible for valve exercising and system flushing programs according to prescribed procedures.
7. Determines need for backflow and cross-connection equipment and tests all backflow devices for compliance with regulations at specified interval.

8. Locates and identifies District equipment and pipelines for customers, contractors, and other public agencies.
9. Maintains a variety of records and reports relating to water service customers and equipment.
10. May assists in the repair and maintenance of District equipment and facilities; may assist maintenance staff in the installation, repair, and maintenance of meters, pipelines, and other water distribution equipment.
11. Use personal computers to enter operational data into spreadsheets for calculation of average flows, chemical dosages, CT values and water usage, and prepares a variety of operating and statistical reports. Produce simple written reports and memoranda.
12. Support and provide back-up capability to the Water Operations Specialist with respect to maintenance and operation of the District's process control, data acquisition, and special application software.
13. May periodically fill-in and act as Assistant Water Operations Supervisor,

REQUIRED KNOWLEDGE, SKILLS, and ABILITIES

- Operation of water pumping, treatment and distribution facilities
- Principles, practices and regulations of water quality, water treatment and distribution
- Interpreting gauges, recording devices, and other monitoring equipment for plant and facility operations
- Collecting water samples and performing laboratory-testing procedures
- Reading meters and accurately recording usage
- Performing backflow testing and line flushing procedures
- Dealing tactfully with customers, contractors and others encountered in the course of work
- Operating a variety of vehicles and power-driven equipment
- Safety program and safe work practices
- Operation of computers using both standard applications (e.g. Office-based), and specialized applications as needed.
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- Cooperative working relationships. Teamwork to solve practical problems and coordinate work among a small, close-knit workforce

TRAINING AND EXPERIENCE:

Any combination of training and experience that provides the required knowledge and abilities is qualifying. A typical way to obtain the requisite knowledge and abilities would be:

- High school diploma or GED
- Community College, technical or other course work relevant for this position beneficial.
- Two-to-three years of increasingly responsible experience in the operation of water distribution, treatment, and pumping facilities; and/or distribution system activities such as backflow testing, meter reading, and customer service. Backflow certification also desirable.

- Grade III Treatment and/or Distribution certificates

SPECIAL REQUIREMENTS

1. Must possess the category of California Driver's license required by the State Department of Motor Vehicles to perform the essential duties of the position. Job incumbents must maintain a driving record acceptable to the District and its insurance carrier. Compliance with these requirements and established District vehicle operation standards are a condition of continuing employment.
2. May work odd shifts, weekends, or holidays and perform standby duties as assigned. Must be available to respond to emergencies which affect the District such as earthquakes, power outages, pipeline breaks, high water events, and chlorine leaks.
3. In order to wear respiratory protection or other safety equipment, facial hair must be maintained as to keep hair growth out from between the skin and the facepiece sealing surface (such as stubble beard growth, beard, mustache or sideburns).
4. Must be able to participate in confined space operations.
5. Must possess and maintain a Grade III Water Treatment Operator's Certificate and a Grade III Water Distribution Certificate pursuant to State drinking water regulations. If an incumbent does not initially possess this level of certification, the District will allow a period of time for the incumbent to obtain the required certifications. Job incumbents must also meet the State's continuing education requirements to maintain certifications. Compliance with the State certification requirements is a condition of continuing employment.
6. Must possess and maintain Backflow Certification pursuant to State drinking water regulations. If an incumbent does not initially possess this certification, the District will allow a period of time for the incumbent to obtain the required certification.
7. Must acquire basic American Red Cross First Aid/CPR certificates during the initial year of employment.

ESSENTIAL PHYSICAL ABILITIES

Persons selected for appointment to this position must pass a pre-employment medical examination which the District pays for. Because this position is considered "safety sensitive" in nature, the person selected for appointment to this position must pass a pre-employment drug screening which the District also pays for. The medical examination and drug screening is intended to evaluate the applicant's ability to meet the physical and health requirements for this classification.

A person employed in this position must be able to:

- a) sit for extended periods of time;
- b) operate a variety of office equipment (computer, copy machine, fax, etc.);
- c) operate motor vehicles and other equipment;
- d) operate a variety of hand and electric tools;
- e) perform a variety of physical activities which may involve reaching, bending, squatting, kneeling, crouching, crawling, and climbing, and also manual dexterity;

- f) perform additional physical activities to position or move tools, equipment, and supplies which may involve lifting, and pushing or pulling motions;
- g) wear a respirator and other personal protective equipment;
- h) understand and carry out oral and written directions;
- i) communicate well with others, verbally and in writing;
- j) work cooperatively and get along well with other people;
- k) investigate and solve complex problems which involves ability to perform visual inspections, ability to hear normal versus abnormal noises, ability to view and respond to operational control screens including alarms, and ability to think critically;