

TO: BOARD OF DIRECTORS
FROM: BRUCE BUEL *BBB*
DATE: APRIL 6, 2007

AGENDA ITEM

3

APRIL 18, 2007

REVISIONS TO PERSONNEL POLICIES AND PROCEDURES MANUAL

ITEM

Revisions to Personnel Policies and Procedures Manual

BACKGROUND

1. District Legal Counsel, Jon Seitz, has recommended that Section 5020-Disciplinary and Appeals Procedures be modified. The most significant change to this policy is the appointment of a hearing officer to conduct the proceedings rather than the Board of Directors.

2. Koff & Associates recently completed the Classification Study and Organizational Review of the Utility Department of NCSD. As a result of the Koff & Associates study, a reorganization of the Utility Department is recommended.

Koff & Associates proposes the creation of a Utility Superintendent position as well as splitting the existing Utility Field Foreman position into two positions called Utility Field Supervisor and Inspector/Maintenance Supervisor.

Koff & Associates also created new job descriptions for each position that are more in-line with the field crews current duties and responsibilities.

3. Section 1000 – Purpose of Personnel Policies states in part that “The District reserves the right to modify or delete any of these policies, when in the opinion of its management and the Board of Directors, it becomes advisable to do so.”

District Legal Counsel, Jon Seitz, suggests the following steps to revise the Policies and Procedures Manual:

- The Finance, Audit and Personnel Committee review the suggested changes and forward its recommendations to the Board of Directors
- The Board of Directors tentatively approve the changes and direct Staff to circulate the changes to District Personnel.
- Staff request that District Personnel submit their comments in writing to the General Manager by a specified date and time.
- The Board of Directors consider District Personnel comments and either modify the proposed revisions or adopt the revisions as tentatively approved.

RECOMMENDATION

It is recommended that the Committee review the revisions to the Policies and Procedures Manual and forward its recommendation to the Board of Directors.

ATTACHMENTS

Section 1000 – Purpose of the Personnel Policies
Proposed Changes to the Policies & Procedures Manual

- Section 5020 – Disciplinary and Appeals Procedures to be amended
- Section 1020 – Chain of Command to be amended
- Job Descriptions 7040, 7050, 7060, 7070 and 7080 to be repealed
- Job Descriptions 7100, 7110, 7120, 7130, 7140 and 7150 to be adopted

CHAPTER ONE - INTRODUCTION

1000 - PURPOSE OF PERSONNEL POLICIES

It is the intent of the Board of Directors of the Nipomo Community Services District to maintain a manual of Policies and Procedures. Contained therein shall be a comprehensive listing of the Board's current policies, being the rules and regulations enacted by the Board from time to time. The Manual of Policies will serve as a resource for Directors, staff, and members of the public in determining the manner in which matters of District business are to be conducted.

The information contained in this manual constitutes the District's personnel rules and policies. It is not to be interpreted as a contract between the District and any of its employees. Except as provided herein, this manual applies to all regular, full-time employees except the General Manager and any other person who enters into an employment contract with the District. These rules do not apply to members of the Board of Directors; volunteer personnel, such as advisory committees; persons engaged under contract to provide expert, professional, technical, or other services; or to temporary employees.

If any policy or portion of a policy contained within the Manual of Policies is in conflict with rules, regulations or legislation having authority over the Nipomo Community Services District, said rules, regulations, or legislation shall prevail.

The District reserves the right to modify or delete any of these policies when, in the opinion of its management and the Board of Directors, it becomes advisable to do so. The District may also deviate from these policies in emergency situations provided that the Board conducts an emergency meeting and votes to take appropriate action regarding said deviation from policies. Announcement of changes will be made through standard communication channels (for example, employee meetings and Manager communications.) No oral statements or representations can in any way change or alter the provisions of this manual.

5020 - DISCIPLINARY AND APPEALS PROCEDURES

1. Purpose. The purpose of this procedure is to establish the types of actions for which an employee can be disciplined and the disciplinary measures that may be used.
2. Exclusive Remedy. The procedure set forth in this Procedure shall be exclusive, and the failure of an employee to utilize the provisions herein shall constitute a waiver of any claim to relief.
3. Application. ~~This~~ These Procedures ~~applyes~~ only to Regular Employees. Regular Employees do not include Introductory Employees, the General Manager, the District Legal Counsel, any employee employed by contract, or any employee hired on a temporary, special, provisional, seasonal, or emergency basis, or any independent contractor. An employee not covered by ~~this~~these Procedures may be disciplined without reference to these provisions.
4. Grounds for Discipline. Discipline may be taken against an employee for "good cause." Good cause exists where any fact or set of facts, based upon relevant circumstances, may be reasonably relied upon in the exercise of discretion as a basis for disciplinary action. The following are set forth as examples only and shall not be construed as an exclusive list:
 - A. Fraud in securing employment
 - B. Abuse of sick leave
 - C. Violation of any lawful or reasonable regulation or order made and given by an employee's supervisor; insubordination
 - D. Theft
 - E. Misuse of District credit cards and/or violation of purchasing policies
 - F. Negligence in the performance of duties
 - G. Incompetence
 - H. ~~Continued absenteeism or~~ Tardiness
 - I. Violation of Sick Leave Policy
 - ~~I.~~ J. Unexcused absences
 - ~~J.~~ K. Use, possession, being under the influence of, sale/purchase or offer to sell/purchase illegal drugs and narcotics or alcohol during working hours
 - ~~K.~~ L. Falsification of records
 - ~~L.~~ M. Fighting or other abusive conduct toward employees or the public
 - ~~M.~~ N. Negligent or reckless operation of District vehicles and equipment
 - ~~N.~~ O. Deliberate destruction or damage to District property, public property or the property of another employee
 - ~~O.~~ P. Possessing unauthorized firearms on District property or during hours when the employee is employed by the District
 - ~~P.~~ Q. Private use of District equipment, vehicles, tools and materials without approval of the General Manager

Q.R. Violation of safety rules or unsatisfactory driving record

R.S. Conviction for a felony or misdemeanor

S.T. Refusal to take and subscribe any oath or affirmation which is required by law in connection with his/her employment.

T.U. Violation of District rules, regulations or policies

5. Types of Discipline - Minor

A. Corrective Counseling: Corrective counseling may be conducted with an employee whose conduct or performance must be improved and which details the areas for improvement, the degree of improvement required, and notice that failure to improve will result in more serious disciplinary action. The supervisor shall document the verbal warning (corrective counseling) and place a dated copy in the employee's personnel file with a copy to the employee with said document being expunged from the file if, within a 12-month period, no other disciplinary action occurs.

B. Written Reprimand: A formal written notice to an employee which summarizes previous related disciplinary action, if any, which details conduct subject to discipline and which advises that continued conduct at such levels may result in suspension, pay reduction, demotion or dismissal. The notice will advise the employee of the right to appeal, pursuant to Section 8, below. The employee must acknowledge receipt of the reprimand by signing the letter at the time of presentation; this signature signifies only receipt of the document, not necessarily agreement to the contents. The employee may, before the conclusion of the next regular working day, respond in writing to the contents of the letter of reprimand to be included in his/her file.

6. Types of Discipline - Major

A. Suspension: The temporary removal of an employee from the service of the District without pay. A suspension of this type does not include suspension pending an investigation of alleged misconduct.

B. Pay Reduction: The reduction in pay of one or more pay steps where performance falls short of normal established standards or where performance is clearly inadequate in one or more of the critical job duties for the position.

C. Demotion: The removal of an employee from a position to one of lower grade or classification.

D. Dismissal: The removal of an employee from the service of the District.

7. Disciplinary Procedures for Major Discipline.

A. Notice of Intent to Discipline for Suspension, Pay Reduction, Demotion or Dismissal. Where the proposed discipline is major, as defined, a Notice of Intent to Discipline, signed by a Supervisor, supporting the discipline

shall be served on the employee. Service of the Notice of Intent to Discipline shall be made at least five (5) days before a hearing pursuant to Section 7(C) is held to discuss the charges. The Notice shall include:

- (a) The proposed discipline.
- (b) The effective date of the discipline.
- (c) The reasons for the discipline.
- (d) The names of witnesses to the incident(s) precipitating the discipline.
- (e) Attachment of, or reference to, any written documents pertinent to the discipline.

An employee may, where circumstance warrant, be placed on administrative leave pending the hearing held pursuant to Section 9(C).

B. ~~Service of Charges~~Notice. ~~Service of the~~ Notice of Intent to Discipline shall be served on the affected employee made by:

- (a) ~~Personally giving the employee a copy~~ Personal service; or
- (b) If service under 7(B)(4a) is not feasible, by first class certified mail, return receipt requested, to the last known mailing address of the employee.

Service is deemed complete when any one of the preceding steps is taken.

C. Informal Hearing Procedure (Skelly hearing). The employee shall be given an opportunity at an informal hearing to show why the proposed major discipline should not be imposed prior to its imposition.

- (a) The hearing will be conducted by a Reviewing Officer who shall be the General Manager or a responsible person designated by the General Manager. The hearing shall include the employee, the employee's representative, if the employee so wishes, and others as directed by the Reviewing Officer.
- (b) At the hearing the employee shall be given an opportunity, either orally, in writing, or both, to bring forward facts or circumstances which may cause the proposed discipline to be revised or dropped~~cancelled~~.
- (c) The Reviewing Officer shall issue his/her decision within ten (10) working days of the hearing. The decision may uphold the disciplinary action, modify the discipline, reduce the level of discipline to a minor status, or ~~drop~~ cancel the proposed discipline.

- (d) The decision will contain a synopsis of the informal hearing, and shall be served on the employee as provided in Section 7 (B). The decision shall also inform the employee of his/her right of appeal as provided in Section 9, below.
8. Appeal from Minor Discipline. Corrective counseling are not subject to appeal, except as provided by applicable State law. A written reprimand may be appealed to the General Manager. The appeal must be in writing and must be filed with the General Manager within five (5) working days after the reprimand is served on the employee. The General Manager will conduct an investigation of the facts as warranted. The General Manager shall issue a decision in writing and may affirm, ~~reject-cancel~~ or modify the written reprimand. The decision of the General Manager is final. If the employee is dissatisfied with the General Manager's decision and wishes to seek judicial review, the limitations period provided in Code of Civil Procedure Section 1094.6, ~~or any successor statute, shall apply.~~ The time shall run from the service of the General Manager's decision. The General Manager's written decision shall be served on the employee as provided in Section 7 (B), above, and shall include notice to the employee that the time within which judicial review must be initiated is governed by Code of Civil Procedure Section 1094.6 ~~(or any successor statute).~~
9. Appeal from Major Discipline. If an employee desired to appeal the decision issued pursuant to Section 7 (C), above, then the following procedures shall apply. ~~The hearing shall be in a closed session of the Board, unless the appellant requests an open session.~~
- A. ~~The appeal must be in writing and filed with the General Manager within ten (10) working days after service on the employee of the decision of the Reviewing Officer.~~
- B. Within ten (10) days of filing the appeal, the District and the employee (or the employee's representative) shall attempt to mutually agree on an impartial hearing officer. Should the parties fail to reach agreement on the selection of a hearing officer, each party, within five (5) days, shall designate and serve the other party three (3) hearing officer candidates. Each party shall then have three (3) days to disqualify up to two (2) of the candidates offered by the other party. The hearing officer shall be selected from the remaining two (2) candidates by a flip of the coin.
- ~~B. An employee wishing to appeal the General Manager's decision may do so before the executive session of the Board of Directors.~~
- ~~(a) A regular employee desiring a hearing must file a written request for hearing with the General Manager within five (5) working days of receipt of the General Manager's decision of the informal appeal. The General Manager, upon receipt of the request for hearing, shall schedule an executive session of the Board of Directors within the next sixty (60) days.~~

- ~~(b) The employee shall present his/her opinion and present facts before the Board, and the Board shall hear the recommendation of the General Manager. The Board shall then render its decision.~~
- C. The hearing shall be conducted within thirtysixty (630) days of the selection of the hearing officer, appellant's request for appeal, unless the General Manager, the hearing officer and the appellant agree in writing that the date of the hearing be extended for a specified time.
- D. The hearing shall be conducted in the manner most conducive to determination of the truth, and the Board hearing officer shall not be bound by technical rules of evidence. The proceedings shall be tape recorded or stenographically reported at the request of either party, and said requesting party shall pay for those costs. The decisions of the Board hearing officer shall not be invalidated by any informality in the proceedings.
- E. The appellant shall personally attend all session of the hearing, unless specifically excused by the Board hearing officer for proper cause. Unexcused failure of the appellant to appear at a hearing shall be deemed a withdrawal of the appeal.
- F. The Board hearing officer shall determine the relevancy, weight, and credibility of testimony and evidence. The Board hearing officer shall base ~~its~~ his/her findings on the preponderance of the evidence.
- G. Each side shall be permitted an opening statement and closing argument. The District shall first present witnesses and evidence to sustain the discipline and the appellant will then present his/her witnesses and evidence in defense.
- H. Each side will be allowed to examine and cross-examine witnesses.
- I. ~~Both the District and the appellant may be represented by legal counsel. The District shall bear the cost of the hearing officer and each side shall bear its own cost of representation.~~
- J. The Board hearing officer, upon a request by either party, may subpoena witnesses and/or require production of other records or material evidence.
- K. The Board hearing officer may, prior to or during a hearing, grant a continuance for any reason they/he/she believes may be important to reaching a fair and proper decision.
- M.L. The Board's hearing officer Legal Counsel shall prepare a written decision and serve it on the appellant pursuant to Section 7(B), above, and forward it to the Board of Directors General Manager not later than thirty (30) calendar days after the matter of appeal was taken under submission, ~~by the~~. The written decision shall set forth the District's hearing officer's findings of fact and shall state reasons why the discipline

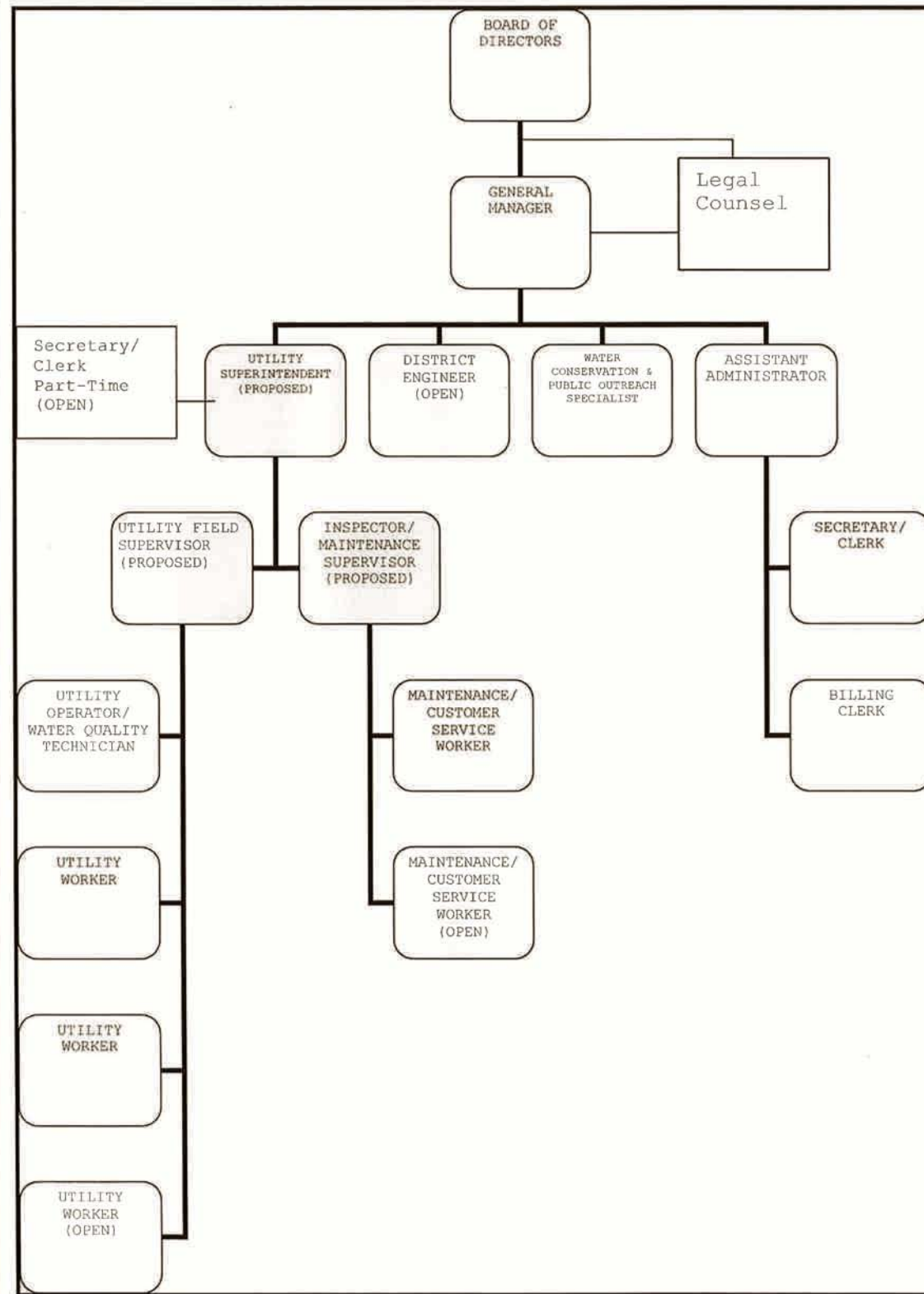
is recommended to be sustained, ~~or reduced, or cancelled.~~ If the Board hearing officer recommends that the discipline be reduced or cancelled, the ~~General Manager~~hearing officer shall make recommendations concerning payment of back pay during pendency of the appeal.

M. ~~The decisions of the Board shall be final and binding.~~ Decisions of the hearing officer on matters property before him/her shall be final and binding on the parties to the extent permitted by law and these Policies.

N. ~~No hearing officer shall have the power to amend or modify these Policies or a law, ordinance, resolution, regulation or rule which is the authority of the District Board of Directors, or to establish any new terms or conditions of employment.~~

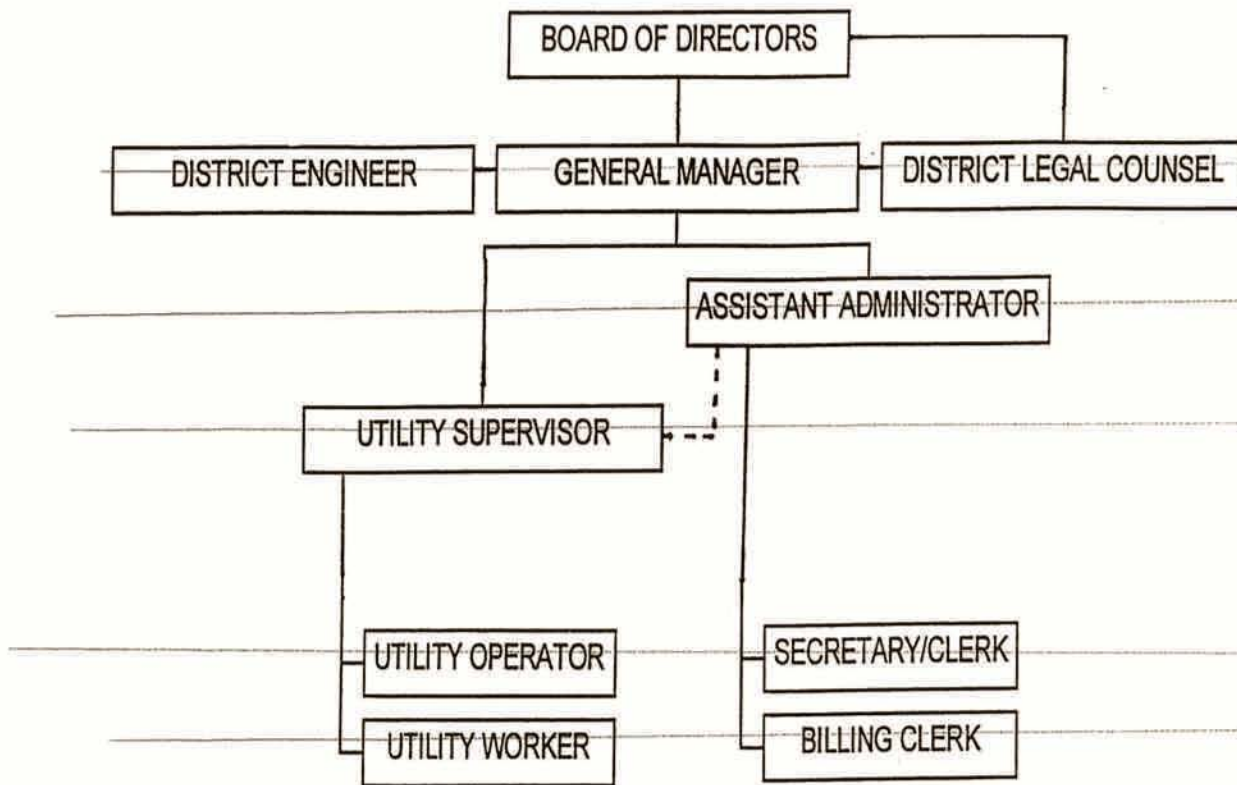
N.O. ~~If the appellant is dissatisfied with the Board's hearing officer's decision and wishes to seek judicial review, the limitations period provided in Code of Civil Procedure Section 1094.6, or any successor statute shall apply. The time shall run from the service of the decision of the hearing officer and the Notice shall reference the applicable time limit in which to seek judicial relief.~~

P. ~~No employee shall be penalized in any way for availing him/herself of the disciplinary appeal process.~~



1020 - TABLE OF ORGANIZATION

NIPOMO COMMUNITY SERVICES DISTRICT
TABLE OF ORGANIZATION



CHAPTER FIVE - EMPLOYEE RELATIONS

- 5000 - UNAUTHORIZED VOLUNTARY ABSENCE
- 5010 - GRIEVANCE PROCEDURE
- 5020 - DISCIPLINARY AND APPEALS PROCEDURES
- 5030 - SAFETY
- 5040 - USE OF DISTRICT VEHICLES & PROPERTY
- 5050 - ELECTRONIC MAIL / INTERNET USE
- 5060 - APPEARANCE AND CONDUCT
- 5070 - SUBSTANCE ABUSE
- 5080 - SEXUAL HARASSMENT
- 5090 - HARASSMENT
- 5100 - FITNESS FOR DUTY
- 5110 - WORKPLACE VIOLENCE

CHAPTER SIX - GENERAL

- 6000 - BUSINESS TRAVEL & REIMBURSEMENT

CHAPTER SEVEN - JOB DESCRIPTIONS

- 7000 - GENERAL MANAGER
- 7005 - DISTRICT ENGINEER
- 7010 - ASSISTANT ADMINISTRATOR
- 7020 - SECRETARY/CLERK
- 7030 - BILLING CLERK
- 7035 - CONSERVATION AND PUBLIC INFORMATION SPECIALIST
- ~~7040 - UTILITY SUPERVISOR~~
- ~~7050 - UTILITY FIELD FOREMAN~~
- ~~7060 - UTILITY OPERATOR~~
- ~~7070 - UTILITY WORKER~~
- ~~7080 - MAINTENANCE WORKER~~
- 7100 - UTILITY SUPERINTENDENT
- 7110 - UTILITY FIELD SUPERVISOR
- 7120 - INSPECTOR/MAINTENANCE SUPERVISOR
- 7130 - UTILITY OPERATOR/WATER QUALITY TECHNICIAN
- 7140 - UTILITY WORKER
- 7150 - MAINTENANCE WORKER/CUSTOMER SERVICE WORKER
- ~~7090 - DISTRICT ENGINEER (renumbered)~~

CHAPTER EIGHT - APPENDICES

- 8000 - APPENDIX "A" -- GRIEVANCE FORM
- 8010 - APPENDIX "B" -- CONSENT AND RELEASE FORM
- 8020 - APPENDIX "C" -- PERFORMANCE EVALUATION FORM
- 8030 - APPENDIX "D" -- CATASTROPHIC LEAVE APPLICATION
- 8040 - APPENDIX "E" -- LEAVE TRANSFER REQUEST
- 8050 - APPENDIX "F" -- PERSONNEL ACTION FORM
- 8060 - APPENDIX "G" -- LEAVE REQUEST FORM

7040 - UTILITY SUPERVISOR

1. DEFINITION

Under direction of the General Manager and the Assistant Administrator, plans, directs and reviews the work of a crew of systems operators; performs the full range of duties required to operate and maintain water production, treatment and related distribution equipment and facilities and operate and maintain wastewater collection and treatment facilities; prepares regulatory and operational reports; performs related work as assigned.

2. CLASS CHARACTERISTICS

In addition to directing the work of and training operations staff, the supervisor plans work schedules, the employee work procedures and prepares reports for management. Responsibilities also include performing the full range of systems operations work, including being available for stand-by and off-hours emergency work.

3. EXAMPLES OF DUTIES (Illustrative Only)

- A. Plans, directs and reviews the work of assigned staff; trains staff in work procedures
- B. Assures that District operating and safety procedures are observed; conducts and participates in safety meetings and accident reviews
- C. Prepares work schedules, including water and wastewater sampling, meter reading and equipment maintenance schedules; prepares daily work assignments based upon operational and customer needs
- D. Troubleshoots equipment and process problems; determines materials, parts and contract or in-house staff requirements; orders or authorizes required materials and supplies; assures that work is performed in accordance with District standards
- E. Inspects construction and/or repair work performed by outside contractors to assure conformance to standard specifications
- F. Reviews records of equipment operation, chemical and biological testing results and process control to make process and procedural modifications and assure compliance with applicable rules and regulations
- G. Prepares a variety of periodic and special reports for submission to District management and regulatory agencies; represents the District in contacts with other agencies, public and private groups and customers
- H. Develops and recommends changes to equipment, policies and procedures to maintain compliance with laws and regulations and effective system performance
- I. Performs the full range of systems operations activities, including:
 - 1) Inspecting and recording activities of plant operations and remote pumping and storage equipment and facilities on a regularly scheduled basis;
 - 2) Reviewing and analyzing automated information and control system data and revising equipment settings as appropriate;

- 3) Taking samples of potable water and wastewater influent and effluent, performing standardized tests and adjusting chemical feed and other equipment accordingly, maintaining a work relationship with the contract commercial laboratory;
- 4) Inspecting, troubleshooting and performing scheduled and unscheduled maintenance and repairs to pumps, valves, underground and above-ground piping systems, chemical feeders and related equipment, as required;
- 5) Performing semi-skilled maintenance and repair on electrical and electronic equipment. Operating small and medium sized construction equipment in the course of the work and driving a variety of motor vehicles;
- 6) Dealing with difficult customer service problems;
- 7) Using a variety of and performing maintenance to a variety of hand and power tools and mobile equipment.

J. Is available for Stand-by; responds to emergencies in off-hours, as scheduled

4. EMPLOYMENT STANDARDS

Knowledge of:

- A. Principles and practices of employee supervision, including work planning, direction, review and evaluation
- B. The operation and maintenance of potable water production, treatment and distribution facilities and equipment
- C. The operation and maintenance of wastewater collection and treatment facilities
- D. The operation and maintenance of underground piping systems, including pipes, valves and relation appurtenances
- E. The operation, servicing and minor maintenance of a variety of vehicles and mobile equipment
- F. Tools and equipment required for the work
- G. Safety equipment and practices related to the work, including the handling and storage of hazardous chemicals
- H. Applicable laws, codes and regulations
- I. Standard laboratory tests related to the treatment of water
- J. Mechanical, electrical, electronic and hydraulic principles
- K. Computer applications related to the work

Skill in:

- A. Planning, directing, reviewing and evaluating the work of a small staff
- B. Training staff in work procedures
- C. Developing and implementing work procedures to meet laws and regulations
- D. Maintaining accurate records and preparing accurate reports and clear and concise correspondence
- E. Operating, maintaining and repairing a variety of water production, treatment and distribution equipment and facilities and wastewater collection and treatment facilities
- F. Using and maintaining the tools and equipment of the work skillfully and safety

- G. ~~Performing semi-skilled craft work in the electrical, electronic, carpentry, mechanical and painting trades~~
- H. ~~Performing standardized tests of water and wastewater~~
- I. ~~Handling hazardous chemicals in accordance with appropriate Materials Safety Data Sheets~~
- J. ~~Working independently within established procedural guidelines~~
- K. ~~Making oral presentation to groups~~
- L. ~~Identifying customer problems and resolving them in an effective manner~~
- M. ~~Establishing and maintaining effective working relationships with those contacted in the course of the work~~

Physical Characteristics:

- A. ~~Vision to read gauges, meters, computer screens, and instruction manuals and to operate a motor vehicle~~
- B. ~~Hearing to interact in person, on the telephone and over a radio~~
- C. ~~Strength to lift and move equipment and tools weighing up to 80 pounds with proper equipment~~
- D. ~~Stamina to do heavy physical work~~
- E. ~~Mobility to inspect various work sites, work in confined spaces and climb ladders~~
- F. ~~Ability to wear self-contained breathing equipment~~

Working Conditions:

- A. ~~Must work out of doors in all weather conditions~~
- B. ~~May be available for regularly scheduled stand-by, off-hours shifts~~
- C. ~~Must be available for emergency call-out~~
- D. ~~Must be able to arrive at District facilities within 60 minutes from the time an initial call-back notification~~

License:

- A. ~~Must possess a valid California Class C driver's license and have a satisfactory driving record~~
- B. ~~Specified assignments and/or equipment may require possession of a Class B driver's license~~
- C. ~~Must possess a California D-3 Distribution Operator certificate~~
- D. ~~Must possess a California Grade II Wastewater Treatment Plant Operator certificate~~
- E. ~~Must be bondable by District's fidelity bond insurer~~

Education and Experience:

~~Equivalent to graduation from high school or equivalent and four years of experience in the operation and maintenance of water production, treatment and distribution facilities and equipment and wastewater collection and treatment facilities.~~

7050 - UTILITY FIELD FOREMAN

1. DEFINITION

~~Under direction of the Utility Supervisor, plans, directs and reviews the work of a crew of systems operators; performs the full range of duties required to operate and maintain water production, treatment and related distribution equipment and facilities and operate and maintain wastewater collection and treatment facilities; acts as the Utility Supervisor in his/her absence; performs related work as assigned.~~

CLASS CHARACTERISTICS

~~Foreman shall be fully competent to operate and maintain a variety of equipment and facilities required to produce and distribute potable water and collect, treat and dispose of waste water for District residents. Responsibilities also include performing the full range of systems operations work, including being available for stand-by and off-hours emergency work.~~

EXAMPLES OF DUTIES (Illustrative Only)

- ~~A. Assures that District operating and safety procedures are observed; participates in safety meetings and accident reviews~~
- ~~B. Assists in the preparation of and participates in work schedules, including water and wastewater sampling, meter reading and equipment maintenance schedules; prepares daily work assignments based upon operational and customer needs~~
- ~~C. Troubleshoots equipment and process problems; determines materials, parts and contract or in-house staff requirements; assures that work is performed in accordance with District standards~~
- ~~D. Inspects construction and/or repair work performed by outside contractors to assure conformance to standard specifications~~
- ~~E. Reviews records of equipment operation, chemical and biological testing results and process control to make recommendations to the Utility Supervisor on process and procedural modifications and assure compliance with applicable rules and regulations~~
- ~~F. Assists in the preparation of a variety of periodic and special reports for submission to District management and regulatory agencies; represents the District in contacts with other agencies, public and private groups and customers~~
- ~~G. Develops and recommends changes to equipment, policies and procedures to maintain compliance with laws and regulations and effective system performance~~
- ~~H. Performs the full range of systems operations activities, including:~~

- 1) Inspecting and recording activities of plant operations and remote pumping and storage equipment and facilities on a regularly scheduled basis;
- 2) Reviewing and analyzing automated information and control system data and revising equipment settings as appropriate;
- 3) Taking samples of potable water and wastewater influent and effluent, performing standardized tests and adjusting chemical feed and other equipment accordingly, maintaining a work relationship with the contract commercial laboratory;
- 4) Inspecting, troubleshooting and performing scheduled and unscheduled maintenance and repairs to pumps, valves, underground and above-ground piping systems, chemical feeders and related equipment as required
- 5) Performing semi-skilled maintenance and repair on electrical and electronic equipment; operating small and medium sized construction in the course of the work and driving a variety of motor vehicles
- 6) Dealing with difficult customer service problems
- 7) Using a variety of and performing maintenance to a variety of hand and power tools and mobile equipment

I. Is available for stand-by calls; responds to emergencies in off hours as scheduled.

EMPLOYMENT STANDARDS

Knowledge of:

- A. Principles and practices of employee supervision, including work planning, direction, review and evaluation
- B. The operation and maintenance of potable water production, treatment and distribution facilities and equipment
- C. The operation and maintenance of wastewater collection and treatment facilities
- D. The operation and maintenance of underground piping systems, including pipes, valves and relation appurtenances
- E. The operation, servicing and minor maintenance of a variety of vehicles and mobile equipment
- F. Tools and equipment required for the work
- G. Safety equipment and practices related to the work, including the handling and storage of hazardous chemicals
- H. Applicable laws, codes and regulations

I. Standard laboratory tests related to the treatment of water

J. Mechanical, electrical, electronic and hydraulic principles

K. Computer applications related to the work

Skill in:

A. Planning, directing, reviewing and evaluating the work of a small staff

B. Training staff in work procedures

C. Developing and implementing work procedures to meet laws and regulations

D. Maintaining accurate records and preparing accurate reports and clear and concise correspondence

E. Operating, maintaining and repairing a variety of water production, treatment and distribution equipment and facilities and wastewater collection and treatment facilities

F. Using and maintaining the tools and equipment of the work skillfully and safely

G. Performing semi-skilled craft work in the electrical, electronic, carpentry, mechanical and painting trades

H. Performing standardized tests of water and wastewater

I. Handling hazardous chemicals in accordance with appropriate Materials Safety Data Sheets

J. Working independently within established procedural guidelines

K. Identifying customer problems and resolving them in an effective manner

L. Establishing and maintaining effective working relationships with those contacted in the course of the work

Physical Characteristics:

A. Vision to read gauges, meters, computer screens, instruction manuals and to operate a motor vehicle

B. Hearing to interact in person, on the telephone and over a radio

C. Strength to lift and move equipment and tools weighing up to 80 pounds with proper equipment

D. Stamina to do heavy physical work

E. Mobility to inspect various work sites, work in confined spaces and climb ladders

~~F. Ability to wear self-contained breathing equipment —~~

~~Working Conditions:~~

~~A. Must work out of doors in all weather conditions.~~

~~B. Must be available for regularly scheduled stand-by, off-hours shifts and emergency call-out.~~

~~C. Must be able to arrive at District facilities within 30 minutes from the time an initial call-back notification.~~

~~License and Certification:~~

~~A. Must possess a valid California Class C driver's license and have a satisfactory driving record. Specified assignments and/or equipment may require possession of a class B driver's license.~~

~~B. Must possess a California Grade D-3 Distribution Operator certificate. —~~

~~C. Must possess a California Grade I Wastewater Treatment Plant Operator certificate.~~

~~Education and Experience:~~

~~High school graduation or equivalent and four years of experience in the operation and maintenance of water production, treatment and distribution facilities and equipment and wastewater collection and treatment facilities.~~

7060 - UTILITY OPERATOR

1. DEFINITION

~~Under general supervision, performs the full range of duties required to operate and maintain potable water production, treatment and related distribution equipment and facilities and wastewater collection and treatment equipment and facilities on an assigned shift to assure the health and safety of the public water supply and the proper disposal of wastewater; performs related work as assigned.~~

2. CLASS CHARACTERISTICS

~~Must be fully competent to operate and maintain a variety of equipment and facilities required to produce and distribute potable water and collect, treat and dispose of wastewater for District residential and commercial properties. Be available for stand-by and off-hours emergency work.~~

3. EXAMPLES OF DUTIES (Illustrative Only)

- ~~A. Inspects plant operational and remote pumping and storage equipment and facilities on a regularly-scheduled basis; reads and records readings of pumps, chemical feed and other production, treatment, distribution and collection equipment~~
- ~~B. Reviews and analyzes automated information and control system data and revises equipment settings as appropriate; notifies supervisor of unusual situations and makes inspections or corrects system problems as instructed~~
- ~~C. Takes samples of potable water and performs standardized tests to assure compliance with laws and regulations; adjusts chemical feed and other equipment accordingly; takes samples and performs standardized tests on wastewater influent and effluent to determine treatment process effective and adjusts equipment accordingly; stores and delivers samples to certified laboratories, following established procedures~~
- ~~D. Inspects, troubleshoots and performs scheduled and unscheduled maintenance and repairs to pumps, valves, underground and above-ground piping systems, chemical feeders and related equipment as required~~
- ~~E. Lubricates and packs pumps and valves; replaces bearings and other parts; assists in removing and reinstalling pumps, valves and other equipment~~
- ~~F. Performs routine semi-skilled maintenance and repair on electrical and electronic equipment; notifies the supervisor of the need for contract repair~~
- ~~G. Operates small and medium-sized construction equipment in the course of the work; drives a variety of motor vehicles~~
- ~~H. Cleans bar screens, aerators and related wastewater treatment equipment; makes emergency repairs to water production and distribution and wastewater collection facilities and equipment as required; replaces and/or repairs meters and appurtenances, as required~~
- ~~I. Reads water meters to determine customer usage; investigates and resolves customer complaints regarding high billings and/or water quality; turns services on and off as required~~

- ~~J. Operates and maintains automatic meter reading devices~~
- ~~K. Performs maintenance painting of and minor modifications to equipment and facilities; maintains landscaped areas and green space around District facilities; controls animal, insect and vegetation pests as required; performs concrete, welding and other semi-skilled maintenance work as required~~
- ~~L. Uses a variety of and performs maintenance and minor repairs to a variety of hand and power tools and mobile equipment~~
- ~~M. Maintains accurate records of gauge and meter readings, chemical test results and work performed.~~
- ~~N. Is available for stand-by call; responds to emergencies in off-hours as scheduled.~~
- ~~O. Maintains work areas in a clean and orderly condition~~
- ~~P. May direct the work of temporary or less experienced staff as required~~

4.EMPLOYMENT STANDARDS

Knowledge of:

- ~~A. The operation and maintenance of potable water production, treatment and distribution facilities and equipment~~
- ~~B. The operation and maintenance of wastewater collection and treatment facilities and equipment~~
- ~~C. The operation and maintenance of underground piping systems, including pipes, valves and related appurtenances~~
- ~~D. The operations, servicing and minor maintenance of a variety of vehicles and mobile equipment~~
- ~~E. Tools and equipment required for the work~~
- ~~F. Safety equipment and practices related to the work, including the handling and storage of hazardous chemicals~~
- ~~G. Applicable laws, codes and regulations~~
- ~~H. Standard laboratory tests related to the treatment of water and wastewater~~
- ~~I. Mechanical, electrical, electronic and hydraulic principles~~
- ~~J. Computer applications related to the work.~~

Skill in:

- ~~A. Operating, maintaining and repairing a variety of water production, treatment and distribution equipment and facilities~~
- ~~B. Operating, maintaining and repairing a variety of wastewater collection and treatment facilities and equipment~~
- ~~C. Using and maintaining the tools and equipment of the work skillfully and safely~~
- ~~D. Performing semi-skilled craftwork in the electrical, electronic, carpentry, mechanical and painting trades~~
- ~~E. Performing standardized tests of water and wastewater~~
- ~~F. Handling hazardous chemicals in a safe manner.~~
- ~~G. Maintaining accurate records related to work performed~~
- ~~H. Working independently within established procedural guidelines~~
- ~~I. Identifying customer problems and resolving them in an effective manner~~

~~J. Establishing and maintaining effective working relationships with those contacted in the course of the work~~

Physical Characteristics:

- ~~A. Vision to read gauges, meters, computer screens, instruction manuals and to operate a motor vehicle~~
- ~~B. Hearing to interact in person, on the telephone and over a radio~~
- ~~C. Strength to lift and move equipment and tools weighing up to 80 pounds with proper equipment~~
- ~~D. Stamina to do heavy physical work~~
- ~~E. Mobility to inspect various work sites, work in confined spaces and climb ladders~~

Working Conditions:

- ~~A. Must work out of doors in all weather conditions.~~
- ~~B. Must be available for regularly scheduled stand-by, off-hours shifts and emergency call-out.~~
- ~~C. Must be able to arrive at District facilities within 30 minutes from the time an initial call-back notification.~~

License and Certification:

- ~~A. Must possess a valid California Class C driver's license and have a satisfactory driving record. Specified assignments and/or equipment may require possession of a Class B driver's license.~~
- ~~B. Must possess a California Distribution 2 Operator certificate.~~
- ~~C. Must possess a California Grade I Wastewater Treatment Plant Operator certificate.~~
- ~~D. Must be bondable by District's fidelity bond insurer.~~

Education and Experience:

~~High school graduation or equivalent and three years of experience in the operation and maintenance of water and/or wastewater treatment facilities and equipment. Experience in the operation of water production and distribution systems and/or wastewater collection systems is highly desirable.~~

~~7070 - UTILITY WORKER~~

~~DEFINITION~~

~~Under direct supervision, performs the full range of duties required to operate and maintain potable water production, treatment and related distribution equipment and facilities and wastewater collection and treatment equipment and facilities on an assigned shift to assure the health and safety of the public water supply and the proper disposal of wastewater; performs general maintenance and repair of all District facilities; performs related work as assigned.~~

~~CLASS CHARACTERISTICS~~

~~Under supervision, be competent to operate and maintain a variety of equipment and facilities required to produce and distribute potable water and collect, treat and dispose of wastewater for District residential and commercial properties. Be available for stand-by and off-hours emergency work.~~

~~1. EXAMPLES OF DUTIES (Illustrative Only)~~

- ~~A. Inspects plant operational and remote pumping and storage equipment and facilities on a regularly scheduled basis; reads and records readings of pumps, chemical feed and other production, treatment, distribution and collection equipment~~
- ~~B. Lubricates and packs pumps and valves; replaces bearings and other parts; assists in removing and reinstalling pumps, valves and other equipment~~
- ~~C. Operates small and medium-sized construction equipment in the course of the work; drives a variety of motor vehicles~~
- ~~D. Cleans bar screens, aerators and related wastewater treatment equipment; makes emergency repairs to water production and distribution and wastewater collection facilities and equipment as required; replaces and/or repairs meters and appurtenances as required~~
- ~~E. Reads water meters to determine customer usage; investigates and resolves customer complaints regarding high billings and/or water quality; turns services on and off as required~~
- ~~F. Performs maintenance painting of and minor modifications to equipment and facilities; maintains landscaped areas and green space around District facilities; controls animal, insect and vegetation pests as required; performs concrete, welding and other semi-skilled maintenance work as required~~
- ~~G. Uses a variety of and performs maintenance and minor repairs to a variety of hand and power tools and mobile equipment~~
- ~~H. Maintains accurate records of gauge and meter readings, chemical test results and work performed~~

- ~~I. Is available for stand-by call; responds to emergencies in off-hours as scheduled~~
- ~~J. Maintains work areas in a clean and orderly condition~~
- ~~K. Operate and maintain automatic meter reading devices~~

EMPLOYMENT STANDARDS

Knowledge of:

- ~~A. The operation and maintenance of potable water production, treatment and distribution facilities and equipment~~
- ~~B. The operation and maintenance of wastewater collection and treatment facilities and equipment~~
- ~~C. The operation and maintenance of underground piping systems, including pipes, valves and related appurtenances~~
- ~~D. The operations, servicing and minor maintenance of a variety of vehicles and mobile equipment~~
- ~~E. Tools and equipment required for the work~~
- ~~F. Safety equipment and practices related to the work, including the handling and storage of hazardous chemicals~~
- ~~G. Applicable laws, codes and regulations~~
- ~~H. Mechanical, electrical, electronic and hydraulic principles~~
- ~~I. Computer applications related to the work~~

Skill in:

- ~~A. Operating, maintaining and repairing a variety of water production, treatment and distribution equipment and facilities~~
- ~~B. Operating, maintaining and repairing a variety of wastewater collection and treatment facilities and equipment~~
- ~~C. Using and maintaining the tools and equipment of the work skillfully and safely~~
- ~~D. Performing semi-skilled craftwork in the electrical, electronic, carpentry, mechanical and painting trades~~
- ~~E. Handling hazardous chemicals in a safe manner~~
- ~~F. Maintaining accurate records related to work performed~~
- ~~G. Working independently within established procedural guidelines~~

- ~~H. Identifying customer problems and resolving them in an effective manner~~
- ~~I. Establishing and maintaining effective working relationships with those contacted in the course of the work~~

Physical Characteristics:

- ~~A. Vision to read gauges, meters, computer screens, instruction manuals and to operate a motor vehicle~~
- ~~B. Hearing to interact in person, on the telephone and over a radio~~
- ~~C. Strength to lift and move equipment and tools weighing up to 80 pounds with proper equipment~~
- ~~D. Stamina to do heavy physical work~~
- ~~E. Mobility to inspect various work sites and climb ladders~~

Working Conditions:

- ~~A. Must work out of doors in all weather conditions~~
- ~~B. Must be available for regularly scheduled stand-by, off-hours shifts and emergency call-out~~
- ~~C. Must be able to arrive at District facilities within 30 minutes from the time an initial call-back notification~~

License and Certification:

- ~~A. Must possess a valid California Class C driver's license and have a satisfactory driving record. Specified assignments and/or equipment may require possession of a Class B driver's license~~
- ~~B. Must obtain a Water Distribution 1 Operator certificate and Operator in Training (OIT) in wastewater within 12 months of hire. Failure to obtain both certificates within the twelve months will be grounds for termination.~~
- ~~C. Must be bondable by District's fidelity bond insurer.~~

Education and Experience:

~~High school graduate or equivalent. Experience in the operation of water production and distribution systems and/or wastewater collection systems is desirable.~~

7080 - MAINTENANCE WORKER

1. DEFINITION

Under general supervision, performs general labor work in the maintenance and repair of District facilities, performs duties related to the meter reading, meter setting and meter replacement program, completes work orders, and other related work as required.

2. CLASS CHARACTERISTICS

Under general supervision, be competent to operate and maintain a variety of equipment, be customer service oriented, be informed of District policies and procedures. Work independently and be a self-starter.

3. EXAMPLES OF DUTIES (Illustrative Only)

- A. Paint, lube, exercise and maintain fire hydrants and valves and assist in flushing program
- B. Operate small and medium sized construction equipment in the course of the work; drive a variety of motor vehicles
- C. Read water meters to determine customer usage; investigate and resolve customer complaints regarding high billings and/or water quality; turn services on and off as required, deliver customer notices, etc.
- D. Set water meters, change out meters; inspect meter boxes.
- E. Perform maintenance painting of and minor modifications to equipment and facilities; maintain landscaped areas and green space around District facilities; control animal, insect and vegetation pests, as required;
- F. Complete work orders, pick up and deliver mail and make bank deposit, deliver office generated materials, as required
- G. Assist District personnel in the on-going repair and maintenance of all District facilities
- H. Maintain all District facilities in a clean and orderly condition.
- I. Maintain maintenance records and input data into computer programs.
- J. May learn semi-skilled maintenance, repair and construction work in an assigned work area.

4. EMPLOYMENT STANDARDS

Knowledge of:

- A. The operations, servicing and minor maintenance of a variety of vehicles and mobile equipment
- B. Tools and equipment required for the work
- C. Safety equipment and practices related to work
- D. Applicable laws, codes and regulations
- E. Computer applications related to the work

Skill in:

- A. Using and maintaining the tools and equipment of the work skillfully and safely
- B. Maintaining accurate records related to work performed
- C. Working independently within established procedural guidelines
- D. Identifying customer problems and resolving them in an effective manner
- E. Establishing and maintaining effective working relationships with those contacted in the course of the work

Physical Characteristics:

- A. Vision to read gauges, meters, computer screens, instruction manuals and to operate a motor vehicle
- B. Hearing to interact in person, on the telephone and over a radio
- C. Strength to lift and move equipment and tools weighing up to 80 pounds with proper equipment
- D. Stamina to do heavy physical work
- E. Mobility to inspect various work sites and climb ladders

Working Conditions:

- A. Work out of doors in all weather conditions

License and Certification:

- A. Possess a valid California Class C driver's license and have a satisfactory driving record.
- B. Bondable by District's fidelity bond insurer.

Education and Experience:

- A. High school graduate or equivalent.

7100 - UTILITY SUPERINTENDENT

FLSA: EXEMPT

UTILITY SUPERINTENDENT

DEFINITION

Under general direction, plans, organizes, oversees, coordinates, and reviews the work of staff performing difficult and complex operations and maintenance functions and activities related to all programs and activities of the Utility Department; administers current and long-range planning activities; plans, manages, and coordinates the installation, operations, maintenance, and repair of water and wastewater facilities including treatment plants and underground collection and distribution lines; ensures the reliable operation of all equipment, whether stationary or mobile; ensures that District operations functions meet all applicable laws, regulations, and District policies; provides expert professional assistance to District management staff in areas of expertise; fosters cooperative working relationships with intergovernmental and regulatory agencies and various public and private groups; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from the General Manager. Exercises direct and general supervision over operations and maintenance staff through subordinate levels of supervision.

CLASS CHARACTERISTICS

This is a single-position mid-management classification that manages, oversees, and directs all activities of the Utility Department, including day-to-day operations, maintenance, and repair, short and long-range capital improvement planning and budgeting. Responsibilities include coordinating the activities of the department with those of other departments and appointed officials and managing and accomplishing the complex and varied functions of the department. The incumbent is accountable for accomplishing departmental planning and operational goals and objectives and for furthering District goals and objectives within general policy guidelines. This class is distinguished from the General Manager in that the latter has overall responsibility for the management of all District functions and activities, and for developing, implementing, and interpreting public policy.

EXAMPLES OF ESSENTIAL 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.

- Develops and directs the implementation of goals, objectives, policies, procedures, and work standards for the Utility Department, including current and long-range planning.
- Prepares and administers the department's budgets, including materials and supplies, contract services, specified capital improvement projects, and vehicle and equipment expenses.

**UTILITY SUPERINTENDENT
CHAPTER SEVEN - JOB DESCRIPTIONS**

**NUMBER: 7100
EFFECTIVE:**

- Plans, organizes, administers, reviews, and evaluates the work of operations, technical, maintenance, and contract staff directly and through subordinate levels of supervision.
- Provides for the selection, training, professional development, and work evaluation of department staff; authorizes discipline as required; and provides policy guidance and interpretation to staff.
- Contributes to the overall quality of the department's service by developing, reviewing, and implementing operational plans, policies, and procedures to meet legal requirements and District needs.
- Coordinates activities of staff and the department with those of other District departments and outside agencies.
- Participates in and provides input for the District's capital improvement program, including assisting in determining facility construction and upgrade needs, rewriting the District's standard specifications for construction and development, redesigning facilities for better efficiency and effectiveness, and providing project oversight and inspection as required.
- Confers with and represents the department and the District in meetings with members of the Board of Directors, various governmental agencies, developers, contractors, business and industrial groups, and the public.
- Oversees the development or update of the District's wastewater and water plans and programs and other plans related to District infrastructure.
- Creates preventive maintenance programs and procedures for the District's water and wastewater systems and facilities, such as a flushing program for the District's water and wastewater pipelines.
- Prioritizes and allocates available resources; and reviews and evaluates program and service delivery, makes recommendations for improvement and ensures maximum effective service provision.
- Ensures compliance with all District operational and maintenance safety policies and procedures; provides for staff training in safety and compliance.
- Prepares and directs the preparation of a variety of written correspondence, reports, procedures, and other written materials.
- Maintains and directs the maintenance of working and official departmental files.
- Monitors changes in laws, regulations, and technology that may affect departmental operations; and implements policy and procedural changes as required.
- Provides technical advice to the District's management and the Board of Directors in District operations and maintenance matters.
- Receives, investigates, and responds to problems and complaints in a professional manner; identifies and reports findings and takes necessary corrective action.
- Responds to emergency situations as necessary.
- May perform utility maintenance and operations duties and provide technical assistance to crews in the field, on an as-needed basis.
- Performs other duties as assigned.

QUALIFICATIONS

Knowledge of:

- Administrative principles and practices, including goal setting, program development, implementation, and evaluation, and project management.
- Principles and practices of budget administration.
- Principles and practices of employee supervision, including work planning, assignment, review and evaluation, and the training of staff in work procedures.
- Principles and practices of the development, operations, maintenance, and management of water and wastewater facilities, including treatment plants and underground collection and distribution lines and related systems and facilities.
- Principles and techniques of capital improvement design, construction, inspection, funding, and long-term maintenance.
- Applicable Federal, State, and local laws, codes, and regulations concerning the operation of the Utility Department.
- Principles and practices of contract administration and evaluation.
- Organization and management practices as applied to the development, analysis, and evaluation of programs, policies, and operational needs of the assigned department.
- General principles of risk management related to the functions of the assigned area.
- Recent and on-going developments, current literature, and sources of information related to the operations of the department.
- Safety principles and practices.
- Record keeping principles and procedures.
- Modern office practices, methods and computer equipment.
- Computer applications related to the work.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Techniques for dealing effectively with the public, vendors, contractors, and District staff, in person and over the telephone.
- Techniques for effectively representing the District in contacts with governmental agencies, community groups and various business, professional, educational, regulatory and legislative organizations.
- Techniques for providing a high level of customer service to public and District staff, in person and over the telephone.

Ability to:

- Plan, organize, administer, coordinate, review, and evaluate a comprehensive water and wastewater systems and facilities construction, operations, and maintenance program.
- Read and interpret plans, specifications, and diagrams used in the design and construction of water distribution and wastewater collection systems and treatment facilities.
- Recommend and implement goals, objectives, and practices for providing effective and efficient services.
- Manage and monitor complex projects, on-time and within budget.
- Plan, organize, schedule, assign, review, and evaluate the work of staff.
- Train staff in work procedures.
- Evaluate and develop improvements in operations, procedures, policies, and methods.

**UTILITY SUPERINTENDENT
CHAPTER SEVEN - JOB DESCRIPTIONS**

**NUMBER: 7100
EFFECTIVE:**

- Research, analyze, and evaluate new service delivery methods, procedures, and techniques.
- Prepare clear and concise reports, correspondence, policies, procedures and other written materials.
- Analyze, interpret, summarize, and present administrative and technical information and data in an effective manner.
- Interpret, explain, and ensure compliance with District policies and procedures, complex laws, codes, regulations, and ordinances.
- Conduct complex research projects, evaluate alternatives, make sound recommendations, and prepare effective technical staff reports.
- Effectively represent the department and the District in meetings with governmental agencies, community groups, and various businesses, professional, and regulatory organizations and in meetings with individuals.
- Establish and maintain a variety of filing, record-keeping, and tracking systems.
- 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.
- Operate modern office equipment, including computer equipment and specialized software applications programs.
- Use English effectively to communicate in person, over the telephone and in writing.
- Use tact, initiative, prudence and independent judgment within general policy, procedural and legal guidelines.
- Establish and maintain effective working relationships with those contacted in the course of the work.

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:

Equivalent to an Associate's degree in water and/or wastewater sciences, pre-engineering, business or public administration, supervision or management, or a related field, and five (5) years of experience in utility operations, including two (2) years of supervisory experience.

License:

- Valid California class C driver's license with satisfactory driving record; specified assignments and/or equipment may require possession of a class B driver's license.
- Grade III Water Distribution Operator Certification from the State of California.
- Grade II Water Treatment Plant Operator Certificate as issued by the State of California.
- Grade II Wastewater Treatment Plant Operator Certificate as issued by the California State Department of Health Services and/or the California State Water Resources Control Board.
- Grade II Wastewater Collection System Maintenance Certification from the California Water Environment Association.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer, as well as to work in the field, and to inspect various operations sites, including traversing slippery surfaces, climbing ladders, stairs, and other access points; to operate a motor vehicle and to visit various District and meeting sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups, and over the telephone. This is partially a sedentary office, partially a field classification, and standing in and walking between work areas is required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard, typewriter keyboard or calculator and to operate standard office equipment. Positions in this classification frequently bend, stoop, kneel, reach, push and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects necessary to perform job functions.

ENVIRONMENTAL ELEMENTS

Employees partially work in an office environment with moderate noise levels, controlled temperature conditions and no direct exposure to potentially hazardous physical substances. Employees also work in utilities and may be 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. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

WORKING CONDITIONS

May be required to work on evenings, weekends and holidays. Must be able to arrive at District facilities within sixty (60) minutes from the time an initial call-back notification.

7110 - UTILITY FIELD SUPERVISOR

FLSA: NON-EXEMPT

UTILITY FIELD SUPERVISOR

DEFINITION

Under general direction, plans, schedules, assigns, and reviews the work of maintenance and operations staff within the Utility Department; coordinates, monitors, and provides technical input for assigned utility maintenance, construction, and repair projects, and other special programs; performs a variety of technical tasks relative to the maintenance and repair of District water and wastewater treatment facilities and water distribution and wastewater collection systems; provides technical assistance to the Utility Superintendent and acts for the Utility Superintendent in their absence; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from the Utility Superintendent. Exercises direct and general supervision over lower-level staff. Coordinates and monitors the work of outside contractors, vendors, and consultants.

CLASS CHARACTERISTICS

This is the working supervisory-level class in the utility series. Responsibilities include planning, organizing, supervising, reviewing, and evaluating the work of utility operations and maintenance staff. Incumbents are expected to independently perform the full range of utility maintenance and operations duties. Performance of the work requires the use of considerable independence, initiative, and discretion within established guidelines. This class is distinguished from the Utility Superintendent in that the latter has management responsibility for all utility maintenance and operations functions and activities of the District.

EXAMPLES OF ESSENTIAL 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.

- Plans, organizes, assigns, supervises, and reviews the work of assigned staff in the Utility Department.
- Trains staff in work and safety procedures and in the operation and use of equipment and supplies; implements procedures and standards.
- Evaluates employee performance, counsels employees, and effectively recommends initial disciplinary action; assists in selection and promotion.

**UTILITY FIELD SUPERVISOR
CHAPTER SEVEN - JOB DESCRIPTIONS**

**NUMBER: 7110
EFFECTIVE: 10/11/06**

- Monitors operations and activities of the utility operations and maintenance work unit; recommends improvements and modifications and prepares various reports on operations and activities.
- Determines and recommends equipment, materials, and staffing needs for assigned maintenance projects; participates in the annual budget preparation; prepares detailed cost estimates with appropriate justifications, as required; maintains a variety of records and prepares routine reports of work performance.
- Monitors and controls supplies and equipment; orders supplies and tools as necessary; prepares documents for equipment procurement; participates in informal bid processes for repair and construction projects as necessary.
- Coordinates with contractors in providing contract utility maintenance services.
- Performs the most complex utility maintenance and operations duties and provides technical assistance to crews.
- Answers questions and provides information to the public; investigates complaints; recommends corrective actions to resolve issues.
- Maintains logs and records of work performed; prepares periodic reports.
- Responds to emergency situations as necessary.
- Supports the Inspector/Maintenance Supervisor on certain projects, as assigned.
- Acts for the Utility Superintendent in their absence.
- Performs other duties as assigned.

QUALIFICATIONS

Knowledge of:

- Principles and practices of employee supervision, including work planning, assignment, review and evaluation, discipline, and the training of staff in work procedures.
- Principles and practices of utility maintenance and operations program development and administration.
- Principles, practices, equipment, tools and materials of utility construction, maintenance, and repair.
- Basic principles of contract administration for utility maintenance and repair projects.
- Basic principles and practices of budget and capital improvement program development, administration, and accountability.
- Safety principles, practices, and procedures of water and wastewater facilities and systems, including equipment and hazardous materials.
- The operation and maintenance of a variety of hand and power tools, vehicles, and power equipment.
- Applicable Federal, State, and local laws, codes, regulations and departmental policies, including National Pollution Discharge Elimination System (NPDES).
- Modern office practices, methods and computer equipment.
- Computer applications related to the work.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Techniques for effectively representing the District in contacts with governmental agencies, community groups, and various professional, educational, regulatory, and legislative organizations.
- Techniques for providing a high level of customer service to the public and District staff, in person and over the telephone.

**UTILITY FIELD SUPERVISOR
CHAPTER SEVEN - JOB DESCRIPTIONS**

**NUMBER: 7110
EFFECTIVE: 10/11/06**

Ability to:

- Assist in developing and implementing goals, objectives, practices, policies, procedures, and work standards.
- Supervise, train, plan, organize, schedule, assign, review, and evaluate the work of staff.
- Organize, implement, and direct utility maintenance and operations activities.
- Analyze, interpret, apply, and enforce Federal, State and local policies, procedures, laws and regulations.
- Understand, interpret, and successfully communicate both orally and in writing, pertinent department policies and procedures.
- Identify problems, research and analyze relevant information, develop and present recommendations and justification for solution.
- Perform the most complex maintenance duties and operate related equipment safely and effectively.
- Develop contract specifications for utility maintenance contracts; administer such contracts.
- Develop cost estimates for supplies and equipment.
- Research, analyze, and evaluate new service delivery methods, procedures and techniques.
- Maintain accurate records and files of work performed.
- Make sound, independent decisions within established policy and procedural guidelines.
- Organize own work, set priorities and meet critical time deadlines.
- Operate modern office equipment including computer equipment and software programs.
- Use English effectively to communicate in person, over the telephone and in writing.
- Use tact, initiative, prudence and independent judgment within general policy and legal guidelines in politically sensitive situations.
- Establish and maintain effective working relationships with those contacted in the course of work.

Education and Experience:

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

Equivalent to the completion of the twelfth (12th) grade and four (4) years of progressive field experience in the operation and maintenance of water production, treatment, and distribution facilities and equipment, and wastewater collection and treatment facilities. Supplemental college coursework in potable or wastewater sciences or related field is desirable.

License:

- Valid California class C driver's license with satisfactory driving record; specified assignments and/or equipment may require possession of a class B driver's license.
- Grade III Water Distribution Operator Certification from the State of California.
- Grade II Wastewater Treatment Plant Operator Certificate as issued by the California State Department of Health Services and/or the California State Water Resources Control Board.
- Grade II Water Treatment Plant Operator Certificate as issued by the State of California highly desirable.
- Grade II Wastewater Collection System Maintenance Certification from the California Water Environment Association highly desirable.

**UTILITY FIELD SUPERVISOR
CHAPTER SEVEN - JOB DESCRIPTIONS**

**NUMBER: 7110
EFFECTIVE: 10/11/06**

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer, and to work in the field around water and wastewater facilities and systems; strength, stamina and mobility to perform medium to heavy physical work, to work in confined spaces, around machines and to climb and descend ladders, and operate varied hand and power tools and construction equipment; to attend meetings and to operate a motor vehicle; 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 necessary to perform job functions.

ENVIRONMENTAL ELEMENTS

Employees work primarily 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. Employees interact with upset public and private representatives, and contractors in interpreting and enforcing departmental policies and procedures.

OTHER REQUIREMENTS:

Regular on-call duty for response to off-hours emergency situations is required. Must be able to arrive at District facilities within thirty (30) minutes from the time an initial call-back

7120 – INSPECTOR/MAINTENANCE SUPERVISOR

FLSA: NON-EXEMPT

INSPECTOR/MAINTENANCE SUPERVISOR

DEFINITION

Under general supervision, performs field inspections on the workmanship and materials used in a variety of construction and development projects within the District's jurisdiction, including water distribution and wastewater collection construction and repair work performed by private contractors, home owners, and District projects; reviews construction plans; ensures conformance with applicable Federal and State laws, District codes, approved plans, specifications, and departmental regulations; plans, organizes, implements, and oversees the District's preventive maintenance program and activities; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from the Utility Superintendent. Exercises direct or general supervision over maintenance staff.

CLASS CHARACTERISTICS

This is a journey-level construction inspection class that independently performs a variety of complex inspections of District infrastructure and private developments to ensure safety and conformance with plans and specifications. Responsibilities include working closely with engineers, developers, contractors, and the public to effect project modifications to meet field contingencies. This class has the authority to stop work on projects within specified guidelines until modifications in design, materials, or practices are accomplished. This class is distinguished from the Utility Superintendent in that the latter has management responsibility for entire Utility Department.

EXAMPLES OF ESSENTIAL 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.

- Inspects all phases of a variety of infrastructure, capital improvement, and private development construction projects for conformance with approved plans, specifications, contract provisions, and safe work practices in accordance with District, State, and Federal codes; inspects materials for identification and conformance to specifications; performs routine field tests as needed.
- Reviews plans and specifications of assigned construction projects; conducts pre-construction conferences, develops and issues notice-to-proceed documents.

**INSPECTOR/MAINTENANCE
SUPERVISOR
CHAPTER SEVEN - JOB DESCRIPTIONS**

**NUMBER: 7120
EFFECTIVE:**

- Records amounts of materials used and work performed; prepares necessary reports for progress payments.
- Confers with contractors and developers regarding conformance to standards, plans, specifications and codes; explains requirements and evaluates alternatives.
- Issues "stop-work" notices, notices of violation, and change orders within specific guidelines; conducts change order negotiations; consults with engineering staff regarding problems and change alternatives.
- Prepares and maintains daily inspection reports, progress payments, claims and other written documentation.
- Collects samples of materials for examination or analysis by laboratories; performs routine materials and field tests to assure material/workmanship quality.
- Inspects sites and reviews plans and specifications prior to the bidding or development process; attends bid openings for capital improvement and private construction projects.
- Assists in the District's National Pollution Discharge Elimination System (NPDES) water pollution prevention program as it relates to stormwater compliance.
- Acts as liaison between the District, contractors, other agencies, businesses, and residents; maintains communication among the parties and responds to and resolves issues and complaints or refers them to the proper office for resolution.
- Plans, organizes, implements, and oversees the District's preventive maintenance program and activities.
- Plans, organizes, assigns, supervises, and reviews the work of assigned maintenance staff in the Utility Department.
- Trains staff in work and safety procedures and in the operation and use of equipment and supplies.
- Performs other duties as assigned.

QUALIFICATIONS

Knowledge of:

- Materials, methods, equipment, tools, practices and procedures used in public work construction, including streets, gutters, sidewalks, drainage, water and wastewater lines and facilities, and related facilities and appurtenances, as well as private development construction projects.
- Principles and practices of construction and wastewater pollution inspection.
- Operation, materials, and methods of wastewater collection, treatment, water distribution and construction.
- Construction practices, procedures, methods, tools, equipment and supplies.
- Safety hazards and appropriate precautions applicable to work assignments.
- Applicable Federal, State, and local laws, codes, regulations and departmental policies governing the construction of assigned projects, including National Pollution Discharge Elimination System (NPDES).
- Technical principles and practices of engineering design, specification, and cost estimate preparation.
- Materials sampling, testing, and estimating procedures.
- Principles and practices of employee supervision, including work planning, assignment, review and evaluation, discipline, and the training of staff in work procedures.

**INSPECTOR/MAINTENANCE
SUPERVISOR
CHAPTER SEVEN - JOB DESCRIPTIONS**

**NUMBER: 7120
EFFECTIVE:**

- Principles, practices, techniques, and methods of preventative maintenance programs and related activities.
- Modern office practices, methods and computer equipment.
- Computer applications related to the work, including computer tracking programs for facility maintenance activities.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Techniques for dealing effectively with the engineers, developers, contractors, District staff, and representatives of other agencies in an effective manner.
- Techniques for providing a high level of customer service to the public and District staff, in person and over the telephone.

Ability to:

- Interpret, apply, and explain laws, regulations, codes, and departmental policies governing the public works, infrastructure, capital improvement, and private development construction.
- Review and authorize change orders, claims, and progress payments within specific procedural guidelines.
- Detect and locate faulty materials and workmanship and determine the stage of construction during which defects are most easily found and remedied.
- Review and analyze construction plans, specifications, and maps for conformance with District standards and policies; read and interpret as-built plans of water and wastewater system construction projects.
- Coordinate and deal tactfully with contractors, engineers, and property owners.
- Respond to complaints or inquiries from citizens, staff, and outside organizations.
- Perform the entire range of construction inspection activities with a minimum of supervision.
- Effectively represent the department and the District in meetings with public and private organizations and individuals.
- Supervise, train, plan, organize, schedule, assign, review, and evaluate the work of staff.
- Plan, coordinate, oversee, and track facility maintenance activities.
- Prepare clear, effective, and accurate reports, correspondence, change orders, specifications, and other written materials.
- Maintain accurate records and files of work performed.
- Make sound, independent decisions within established policy and procedural guidelines.
- Organize own work, set priorities and meet critical time deadlines.
- Operate modern office equipment including computer equipment and software programs.
- Use English effectively to communicate in person, over the telephone and in writing.
- Use tact, initiative, prudence and independent judgment within general policy and legal guidelines in politically sensitive situations.
- Establish and maintain effective working relationships with those contacted in the course of work.

**INSPECTOR/MAINTENANCE
SUPERVISOR
CHAPTER SEVEN - JOB DESCRIPTIONS**

**NUMBER: 7120
EFFECTIVE:**

Education and Experience:

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

Equivalent to the completion of the twelfth (12th) grade and two (2) years of increasingly responsible construction inspection experience. Supplemental college coursework in potable or wastewater sciences and/or building or construction inspection is desirable.

License:

- Valid California class C driver's license with satisfactory driving record.
- Inspector certification by the American Concrete Institute highly desirable.
- Grade I Water Distribution Operator Certification from the State of California.
- Grade I Wastewater Treatment Plant Operator Certificate as issued by the California State Department of Health Services and/or the California State Water Resources Control Board.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to inspect various commercial and residential development sites, including traversing uneven terrain, climbing ladders, stairs, and other temporary or construction access points; to attend meetings and to operate a motor vehicle; 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 necessary to perform job functions.

ENVIRONMENTAL ELEMENTS

Employees work primarily 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. Employees interact with upset public and private representatives, and contractors in interpreting and enforcing departmental policies and procedures.

OTHER REQUIREMENTS:

Regular on-call duty for response to off-hours emergency situations is required. Must be able to arrive at District facilities within thirty (30) minutes from the time an initial call-back notification.

**UTILITY OPERATOR/WATER QUALITY
TECHNICIAN
CHAPTER SEVEN - JOB DESCRIPTIONS**

**NUMBER: 7130
EFFECTIVE:**

7130 – UTILITY OPERATOR/WATER QUALITY TECHNICIAN

FLSA: NON-EXEMPT

UTILITY OPERATOR/WATER QUALITY TECHNICIAN

DEFINITION

Under general supervision, performs a wide variety of semi-skilled and skilled utility maintenance and repair work to operate and maintain potable water production, treatment, and related distribution equipment and facilities and wastewater collection and treatment equipment and facilities to assure the health and safety of the public water supply and the proper disposal of wastewater; takes water and wastewater samples and performs a variety of standard tests to determine water and wastewater quality and to ensure compliance with laws and regulations; performs general maintenance and repair of all District facilities; provides technical support to the Utilities Department; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from the Utility Superintendent and/or the Utility Field Supervisor. May exercise technical and functional direction over assigned staff.

CLASS CHARACTERISTICS

This is a journey-level class in the utility operations and water quality functional area that performs the full range of duties required to ensure that water distribution and wastewater collection facilities and systems are maintained in a safe and effective working condition. Responsibilities include taking water and wastewater samples and coordinating with appropriate laboratories for chemical, physical, biological, and bacteriological analyses, and performing a wide variety of tasks in the maintenance and repair of assigned facilities and systems. This class is distinguished from the Utility Foreman/Construction Inspector in that the latter is working supervisory-level class in the series that assists in organizing, assigning, supervising, and reviewing the work of assigned staff involved in utility maintenance and operations.

EXAMPLES OF ESSENTIAL 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.

- Collects samples for testing at various sites throughout District's water and wastewater treatment facilities, as well as, water distribution, wastewater collection systems, and pump/lift stations to determine the effectiveness of each stage of the treatment process.

**UTILITY OPERATOR/WATER QUALITY
TECHNICIAN
CHAPTER SEVEN - JOB DESCRIPTIONS**

**NUMBER: 7130
EFFECTIVE:**

- Prepares samples for commercial laboratories to conduct chemical, biochemical, biological, bacteriological, and physical analyses related to the treatment, quality control, and distribution of potable water, as well as treatment, quality control, and disposal of wastewater influent and effluent, following standard procedures and guidelines.
- Receives and logs laboratory results, recognizing problems that may be occurring during the treatment process; ensures that test results are reviewed and reported.
- Sets up, calibrates, operates and performs minor maintenance and repair to a variety of sample collection instruments and equipment.
- Maintains control and quality assurance and follows safe work procedures.
- Maintains accurate records of work performed and laboratory results; enters data into and retrieves data from an automated data control system.
- Prepares periodic and special reports for submission to appropriate regulatory agencies in a timely manner, including State-mandated self-monitoring and other reports and paperwork; ensures that laboratories' certifications are in compliance with regulatory requirements.
- Inspects plant operational and remote pumping and storage equipment and facilities on a regularly-scheduled basis; reads and records readings of pumps, chemical feed and other production, treatment, distribution and collection equipment.
- Reviews and analyzes automated information and control system data and revises equipment settings as appropriate; notifies supervisor of unusual situations and makes inspections or corrects system problems as instructed.
- Adjusts chemical feeds and other equipment accordingly.
- Performs all duties of the Utility Worker, on an as-needed basis.
- Performs on-call duties and responds to after-hours emergencies.
- Performs related duties as assigned.

QUALIFICATIONS

Knowledge of:

- Chemical, biological, and physical characteristics of water and wastewater and basic laboratory procedures and processes.
- Principles, practices, equipment, and materials required for the collection, storage, and preparation of samples of potable water and wastewater for commercial laboratories.
- Sampling techniques and related statistical analysis techniques.
- Wastewater plant safety procedures and equipment.
- Basic principles of water and wastewater treatment and distribution/disposal.
- Applicable Federal, State, and local laws, codes, and regulations, including National Pollution Discharge Elimination System (NPDES).
- Technical report writing practices and procedures.
- Practices, methods, equipment, tools, and materials used in the maintenance construction, installation, and repair of water and wastewater treatment facilities and water distribution and wastewater collection systems.
- Principles and procedures of record keeping.
- Modern office practices, methods and computer equipment.
- Computer applications related to the work.
- English usage, spelling, vocabulary, grammar and punctuation.

**UTILITY OPERATOR/WATER QUALITY
TECHNICIAN
CHAPTER SEVEN - JOB DESCRIPTIONS**

**NUMBER: 7130
EFFECTIVE:**

- Techniques for providing a high level of customer service to public and District staff, in person and over the telephone.

Ability to:

- Collect potable water and wastewater samples and store and prepare for commercial laboratories for chemical, biochemical, biological, bacteriological, and physical analyses.
- Analyze and interpret the results of such tests and make appropriate recommendations for plant operations.
- Use and perform calibration and minor maintenance and repair on a variety of sample collection instruments and equipment.
- Maintain an inventory of supplies and equipment required for the performance of assigned duties.
- Interpret, apply, and explain complex laws, codes, regulations, and ordinances.
- Prepare and maintain clear and concise reports and accurate records and files.
- Utilize computer and related word processing, database, and spreadsheet software and applications.
- Perform construction, modification, maintenance, and repair work on water and wastewater treatment plant facilities and equipment, as well as, water distribution and wastewater collection systems.
- Locate underground utilities by use of blue prints and electronic locating equipment in accordance with Underground Service Alert (USA) regulations.
- Make accurate arithmetic calculations.
- Read and interpret construction drawings and specifications.
- Safely and effectively use and operate hand tools, mechanical equipment, power tools, and equipment required for the work.
- Follow department policies and procedures related to assigned duties.
- 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.
- Use tact, initiative, prudence and independent judgment within general policy, procedural and legal guidelines.
- Establish and maintain effective working relationships with those contacted in the course of the work.

Education and Experience:

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

Equivalent to the completion of the twelfth (12th) grade and three (3) years of experience in the operation and maintenance of water and/or wastewater treatment facilities and equipment. Experience in the operation of water production and distribution systems and/or wastewater collection systems is highly desirable.

**UTILITY OPERATOR/WATER QUALITY
TECHNICIAN
CHAPTER SEVEN - JOB DESCRIPTIONS**

NUMBER: 7130
EFFECTIVE:

License:

- Valid California class C driver's license with satisfactory driving record.
- Grade II Water Distribution Operator Certification from the State of California.
- Grade I Water Treatment Plant Operator Certificate as issued by the State of California highly desirable.
- Grade I Wastewater Treatment Plant Operator Certificate as issued by the California State Department of Health Services and/or the California State Water Resources Control Board.
- Grade I Wastewater Collection System Maintenance Certification from the California Water Environment Association highly desirable.

PHYSICAL DEMANDS

Must possess mobility to work in the field walking for long periods of time, sometimes over rough, uneven or rocky surfaces; strength, stamina, and mobility to perform medium to heavy physical work, to work in confined spaces, around machines, and to climb and descend ladders, and operate varied hand and power tools and construction equipment; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone or radio. 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 necessary to perform job functions.

ENVIRONMENTAL ELEMENTS

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. Employees interact with upset public and private representatives, and contractors in interpreting and enforcing departmental policies and procedures.

OTHER REQUIREMENTS:

Regular on-call duty for response to off-hours emergency situations is required. Must be able to arrive at District facilities within thirty (30) minutes from the time an initial call-back notification.

7140 – UTILITY WORKER

FLSA: NON-EXEMPT

UTILITY WORKER

DEFINITION

Under general supervision, performs a wide variety of semi-skilled and skilled utility maintenance and repair work to operate and maintain potable water production, treatment, and related distribution equipment and facilities and wastewater collection and treatment equipment and facilities to assure the health and safety of the public water supply and the proper disposal of wastewater; performs general maintenance and repair of all District facilities; provides technical support to the Utilities Department; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from the Utility Superintendent and/or the Utility Field Supervisor. May exercise technical and functional direction over assigned staff.

CLASS CHARACTERISTICS

This is a journey-level class in the utility maintenance functional area that performs the full range of duties required to ensure that water distribution and wastewater collection facilities and systems are maintained in a safe and effective working condition. 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. This class is distinguished from the Utility Foreman/Construction Inspector in that the latter is working supervisory-level class in the series that assists in organizing, assigning, supervising, and reviewing the work of assigned staff involved in utility maintenance and operations.

EXAMPLES OF ESSENTIAL 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.

- Operates and maintains light, medium, and heavy equipment and trucks appropriate to the construction, maintenance, and repair of the District's water distribution and wastewater collection systems.
- Inspects water services for compliance with established codes and/or damaged or worn parts, and makes repairs as necessary.
- Repairs transmission and distribution water mains, including installing parts as necessary.
- Installs and replaces water and fire services and hydrants, including, and setting up and maintaining traffic control to ensure safe traveling conditions for the public.
- Maintains and repairs fire hydrants, including installing parts and fittings, and performing scheduled maintenance and making repairs.

**UTILITY WORKER
CHAPTER SEVEN - JOB DESCRIPTIONS**

**NUMBER:
EFFECTIVE:**

7140

- Performs visual checks of meter conditions and connections to ensure efficient operations, and reports damaged or non-functioning meters.
- May read commercial and residential water meters on assigned routes, and records subsequent data in a legible and accurate manner.
- May repair or replace meters as necessary to ensure efficient operation, maintains complete and accurate records, and/or reports potential or existing problems to immediate supervisor.
- Inspects and maintains District water well sights; takes samples at water wells; checks chlorine residuals; handles chlorine and other hazardous chemicals safely; sets up and maintains eye-wash stations; monitors and maintains chlorination equipment and installs chlorine analyzers; repairs well head meters and installs piping and large meter equipment.
- Monitors telemetry systems and takes corrective action; checks and records system pressure readings.
- Performs maintenance and repair duties in and around water and sewer lift stations and pumps.
- Inspects and services lift stations, pumps, check valves, and floats as necessary.
- Maintains the District's wastewater collection system in a safe and sanitary manner to ensure safe conditions.
- Assists in installation, maintenance, and repair of wastewater mains and laterals.
- Performs asphalt and concrete repair and patchwork; removes trees, brush, and debris from right-of-ways to access sewer main lines and laterals.
- Installs and maintains different metering devices throughout the City's infrastructure to monitor wastewater flows; downloads necessary information onto a computer.
- Inspects wastewater treatment plant operational and remote pumping and storage equipment and facilities on a regularly-scheduled basis; reads and records readings of pumps, chemical feeds, and other production, treatment, distribution, and collection equipment.
- Cleans bar screens, aerators, and related wastewater treatment equipment.
- Performs welding, masonry, carpentry, minor electrical, and plumbing duties.
- Uses test equipment and makes operating adjustments to a variety of equipment.
- Checks and adds oil to pumps and engines, grease bearings, and performs other related preventive maintenance work on equipment.
- Disassembles equipment and replaces or renews bearings and packing; removes and replaces water and oil hoses on gasoline engines; replaces air and oil filters; replaces or repairs water or air valves.
- Performs preventive maintenance, including providing for and checking proper fluid levels, maintaining accurate records of work performed, and logging amount of sludge distributed into the ground.
- Performs maintenance painting of and minor modifications to equipment and facilities; maintains landscaped areas and green space around District facilities; controls animal, insect and vegetation pests as required; performs concrete, welding, and other semi-skilled maintenance work as required.
- Observes safe work methods and makes appropriate use of related safety equipment as required.
- Performs a variety of ground maintenance activities, including mowing, edging, and trimming landscape areas as scheduled and painting pumps and pipes when needed.
- Makes minor adjustments on service equipment; maintains tools and equipment in working order.
- Maintains logs of daily activities.

- Interacts with outside contractors in the course of large construction, maintenance, and repair projects.
- Performs on-call duties and responds to after-hours emergencies.
- Performs related duties as assigned.

QUALIFICATIONS

Knowledge of:

- Basic principles and practices of water and wastewater treatment, as well as, water distribution and wastewater collection system operations.
- Practices, methods, equipment, tools, and materials used in the maintenance construction, installation, and repair of water and wastewater treatment facilities and water distribution and wastewater collection systems.
- Gas and diesel engine maintenance and repair.
- Hydraulics and control systems.
- Principles and practices of gas and electrical welding, masonry, carpentry and plumbing.
- The operation and minor maintenance of a variety of hand and power tools, vehicles, and power equipment.
- Basic traffic control procedures and traffic sign regulations.
- Shop arithmetic.
- Safety equipment and practices related to the work, including the handling of hazardous chemicals.
- 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 to public and District staff, in person and over the telephone.

Ability to:

- Perform construction, modification, maintenance, and repair work on water and wastewater treatment plant facilities and equipment, as well as, water distribution and wastewater collection systems.
- Operate specialized maintenance and repair 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.
- Make accurate arithmetic calculations.
- Read and interpret construction drawings 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.
- 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.

- Use fact, initiative, prudence and independent judgment within general policy, procedural and legal guidelines.
- Establish and maintain effective working relationships with those contacted in the course of the work.

Education and Experience:

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

Equivalent to the completion of the twelfth (12th) grade and one (1) year of experience in construction or maintenance work. Experience in underground facilities maintenance and repair is highly desirable.

License:

- Valid California class C driver's license with satisfactory driving record.
- Grade I Water Distribution Operator Certification from the State of California must be obtained within twelve (12) months of hire.
- Wastewater Operator-in-Training Certificate as issued by the California State Department of Health Services and/or the California State Water Resources Control Board within must be obtained within twelve (12) months of hire.
- Grade I Wastewater Collection System Maintenance Certification from the California Water Environment Association desirable.

PHYSICAL DEMANDS

Must possess mobility to work in the field walking for long periods of time, sometimes over rough, uneven or rocky surfaces; strength, stamina, and mobility to perform medium to heavy physical work, to work in confined spaces, around machines, and to climb and descend ladders, and operate varied hand and power tools and construction equipment; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone or radio. 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 necessary to perform job functions.

ENVIRONMENTAL ELEMENTS

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. Employees interact with upset public and private representatives, and contractors in interpreting and enforcing departmental policies and procedures.

OTHER REQUIREMENTS:

Regular on-call duty for response to off-hours emergency situations is required. Must be able to arrive at District facilities within thirty (30) minutes from the time an initial call-back notification.

7150 – MAINTENANCE WORKER/CUSTOMER SERVICE WORKER

FLSA: NON-EXEMPT

MAINTENANCE/CUSTOMER SERVICE WORKER

DEFINITION

Under general supervision, performs a variety of work in the construction, modification, maintenance, repair, and operation of District infrastructure, including storm and sanitary sewers, water and wastewater systems, and drainage facilities; obtains water and other meter readings and records consumption; cleans, inspects, and repairs water meters; identifies irregularities in meter equipment and related plumbing; performs meter setting and meter replacement activities; provides a variety of customer service functions; monitors District water wells, lift stations, and other equipment, as needed; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from the Utility Field Supervisor and/or the Inspector/Maintenance Supervisor. May exercise technical and functional direction over assigned staff.

CLASS CHARACTERISTICS

Initially under close supervision, this class learns District infrastructure, systems, and facilities, use of tools and equipment, and a wide variety of practices and procedures. As experience is gained, assignments become more varied and are performed with greater independence. The incumbent is responsible for learning to work independently in the field to read water meters, record consumption, maintain meters, perform customer service activities, and other field duties. 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. This class is distinguished from Utility Worker in that the latter requires more technical knowledge and skills pertaining to the maintenance and repair of District infrastructure and requires professional certifications.

EXAMPLES OF ESSENTIAL 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.

- Obtains and records water meter readings from homes and businesses for the purpose of billing water usage, including making necessary calculations and reporting inconsistent readings to supervisor.
- Performs opening and closing of consumers' water accounts by turning water on or off and recording the readings, including processing service orders from the District office.

**MAINTENANCE WORKER/CUSTOMER
SERVICE WORKER
CHAPTER SEVEN - JOB DESCRIPTIONS**

**NUMBER: 7150
EFFECTIVE:**

- Delivers notices from the District office to consumers such as demand for payment, high consumption, returned mail, shut off, or returned check and other door hangers.
- Provides information to customers, including addressing complaints and billing concerns, rereading meters as requested, and answering questions regarding leaks and meter readings.
- Performs various maintenance duties, including removing and installing water meters and meter boxes, and making minor meter repairs.
- Performs visual checks of meter conditions and connections to ensure efficient operations, and reports damaged or non-functioning meters.
- Assists in repairing transmission and distribution water mains, including installing parts repairing system leaks, and replacing service line connections.
- Installs and replaces fire hydrants, including installing parts, fittings, and performing related maintenance and repair duties.
- Performs maintenance and ground-keeping duties at District water well sights; takes samples at water wells; utilizes chlorine and other hazardous chemicals safely; performs maintenance and repair duties in and around lift stations and pumps.
- Performs a variety of duties in the maintenance of drainage structures to ensure efficient drainage.
- Operates specialized vehicles and a variety of light to medium equipment related to the construction, maintenance, and repair of District systems and facilities.
- Performs a variety of weed abatement duties to eliminate hazards to the public and vehicles, as necessary.
- Sets up traffic control and safety equipment when using vehicles on a street or other roadway; and uses safety equipment and observes all safety procedures as specified by the District.
- Notifies supervisor of the need for repair or additional maintenance as found during routine inspection and cleaning activities; and prepares work orders or notes service requirements.
- Ensures that adequate materials and supplies are available for maintenance and repair work.
- Contacts the public to inform them of activities and shutdowns; and explains applicable rules and regulations.
- Marks the location of underground utilities in response to USA requests.
- Maintains complete and accurate records, and/or reports potential or existing problems to supervisor.
- Maintains light to medium equipment and trucks appropriate to the functional area of assignment.
- Operates a variety of hand and power tools and equipment related to work assignment as instructed.
- Maintains work areas in a clean and orderly condition, including securing equipment at the close of the workday.
- Completes work orders, picks up and deliver mail, and makes bank deposit; delivers office generated materials, as required.
- Interacts with outside contractors in the course of large construction, maintenance, and repair projects.
- Performs on-call duties and responds to after-hours emergencies.
- Performs related duties as assigned.

QUALIFICATIONS

Knowledge of:

- District street and address system, including awareness of hazards.
- A variety of meters and meter reading equipment and their respective functions.
- Principles, practices, and tools to maintain, repair, place, and set water meters.
- Billing procedures and policies of water utility services.
- Basic maintenance principles, practices, tools, and materials for maintaining and repairing water distribution systems, including water hydraulics, valves, pipe materials and water service components; water wells, lift stations, and pumps; asphalt and concrete repair; and other related facilities and systems.
- The operation and minor maintenance of a variety of hand and power tools, vehicles, and power equipment.
- Basic traffic control procedures and traffic sign regulations.
- Shop arithmetic.
- Safety equipment and practices related to the work, including the handling of hazardous chemicals.
- 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 to public and District staff, in person and over the telephone.

Ability to:

- Read meters efficiently and recording accurate consumption information.
- Maintain accurate and up-to-date records using automated and manual systems.
- Read maps and schematics.
- Perform maintenance and repair work on water meters, water distribution and related systems, facilities, and equipment such as found in the District.
- Operate specialized maintenance and repair 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.
- Make accurate arithmetic calculations.
- Read and interpret construction drawings 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.
- 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.

**MAINTENANCE WORKER/CUSTOMER
SERVICE WORKER
CHAPTER SEVEN - JOB DESCRIPTIONS**

**NUMBER: 7150
EFFECTIVE:**

- Use tact, initiative, prudence and independent judgment within general policy, procedural and legal guidelines.
- Establish and maintain effective working relationships with those contacted in the course of the work.

Education and Experience:

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

Equivalent to the completion of the twelfth (12th) grade. No experience is required. Field experience reading utility meters or reading and recording data with speed and accuracy, and/or maintenance or repair experience in underground utilities, general construction, or landscape and/or facilities maintenance are desirable.

License:

- Valid California class C driver's license with satisfactory driving record.
- Must obtain a Grade I Water Distribution Operator Certification from the State of California within twelve (12) months of hire.
- Must be bondable by District's fidelity bond insurer.

PHYSICAL DEMANDS

Must possess mobility to work in the field walking for long periods of time, sometimes over rough, uneven or rocky surfaces; strength, stamina, and mobility to perform medium to heavy physical work, to work in confined spaces, around machines, and to climb and descend ladders, and operate varied hand and power tools and construction equipment; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone or radio. 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 necessary to perform job functions.

ENVIRONMENTAL ELEMENTS

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. Employees interact with upset public and private representatives, and contractors in interpreting and enforcing departmental policies and procedures.

OTHER REQUIREMENTS:

Regular on-call duty for response to off-hours emergency situations is required. Must be able to arrive at District facilities within thirty (30) minutes from the time an initial call-back notification.