



Lake Whatcom Water & Sewer District Job Description

Job Title: Utility Systems Support Specialist

FLSA Status: Non-Exempt

Reports To: Maintenance Supervisor

Revision Date: May 25, 2011

POSITION PURPOSE:

Incumbent collects and enters meter reading data into the computerized meter reading system; performs a wide variety of customer service functions, and is responsible for scheduling and conducting underground District utility locates. Performs Water Distribution System compliance testing and collects samples for routine analysis. Supports Accounts Receivable, Engineering, and assists Maintenance staff as necessary.

REPORTING RELATIONSHIPS:

Reports to the Maintenance Supervisor and maintains close working relationships with Engineering, Finance, and Maintenance staff. Does not supervise others but may provide lead direction based on type of work assigned.

ESSENTIAL DUTIES AND RESPONSIBILITIES include but are not limited to the following:

- Serves as Lead Meter Reader and operates the computerized meter reading system; determines meter routing and reading sequence, downloads data from meter reading equipment to utility billing systems; and checks for faulty meters and determines whether meter can be repaired or needs to be changed out.
- Retrieves information from the utility billing system and generates consumption and leakage reports for management.
- Responds to customer inquiries, problems, and complaints related to metering by working with finance staff and property owners to investigate leaks and high water usage; refers billing complaints to the District office, and performs meter lock off assignments;
- Digs up, lifts, and replaces broken or old meters and boxes and landscaping surroundings. Tightens leaky fittings; investigates meter leaks and diagnoses problems, reports major repair needs to supervisor, conducts testing on meters, and performs minor rebuilds or repairs;
- Provides customer service over the telephone or in-person in response to customer inquiries regarding meter locates, water usage concerns/complaints, off-schedule meter reading, leaking meters, and new hookups; inspects new and/or rebuilt customer water and sewer service facilities to ensure compliance with District standards.
- Conducts residential PRV inspections and documents that the appropriate process is followed; tracks installations and ensures that permits are recorded and billing staff notified.
- Schedules and conducts field utility system locates for the District using utility maps/drawings and electronic equipment; marks underground utility locations; notifies engineering or operations personnel of maintenance work or work monitoring needed; responds to emergency locate requests and requests for clarification in the field.
- Performs chlorination sampling, and water use readings; collects bacteriological, lead and other water samples; performs water treatment plant readings; conducts sampling for iron, manganese, chlorine, etc. and notifies the Water Treatment Plant Operator of findings.

- Performs water quality compliance testing and prepares monthly Washington State Department of Health compliance reports related to unaccounted for water.
- Performs cross connection control inspection to ensure public water system protection from contamination; ensures conformance with federal, state, and local cross connection regulations;
- Conducts water/sewer pump run inspections; records and report's findings.
- Assists Utility Workers and Maintenance Workers to perform their respective functions (e.g., provide traffic control/worker safety in roadways, "flagging").
- Performs other related duties as required or assigned.

MINIMUM QUALIFICATIONS:

Knowledge of:

- District's geographical service area, boundaries, service area transmission lines and mains;
- Customer service techniques;
- Related laws, regulations, specifications, requirements, and codes;
- Practices, principles and techniques of backflow devices and cross connections;
- Operating characteristics of plumbing, water system, and related devices;
- Backflow devices and cross connection control problems and their prevention;
- Applicable water supply and related distribution equipment and facilities;
- Methods, tools and equipment, and standard practices for locating and marking underground utilities;
- Laws governing locate requests;
- Utility installations;
- Utility locating equipment;
- Work hazards and safety procedures, rules and regulations.
- Job site safety practices and traffic control;
- Computers and applicable software.

Skill in:

- Reading meters, meter replacement and minor repairs or rebuilds;
- Reading and interpreting maps, record drawings, and other engineering documents to locate underground utilities;
- Scheduling and prioritizing locate requests;
- Record keeping, taking field notes, mapping and map reading;
- Operating utility locating and measuring equipment;
- Analyzing and interpreting the results of a variety of cross connection control tests;
- Identifying and resolving water quality problems related to cross connection;
- Maintains accurate records and prepares appropriate reports;
- Operating and maintaining testing equipment;
- Driving safely in all weather, road and site conditions according to applicable laws;
- Operating hand and power tools including hand-held computer;
- Performing basic mathematical computations;
- Using office equipment and tools such as phones, copiers, calculators, fax machines, computers and related software applications;
- Communication and interpersonal skills as applied to interaction with coworkers, supervisor, the general public, etc. sufficient to exchange or convey information and to receive work direction.

Experience/Education:

Any equivalent combination of education and experience that provides the applicant with the knowledge, skills and abilities required to perform the job. A typical way to obtain the knowledge and abilities would be:

Experience: One year of experience in utility maintenance, installations and operations in a water/sewer utility or in the construction industry including utility locating experience.

Education: High school diploma or GED equivalent.

Licenses and Certifications:

- Possess and maintain a valid Washington State Driver's License.

Within one year of employment:

- Washington State Traffic Control Certification
- Washington State First Aid Card.

Within two years of employment:

- Water Distribution Manager I Certification
- Cross Connection Control Specialist Certification

WORK ENVIRONMENT:

Performs functions in both field and office environments with low everyday risks. Field work exposes the employee to inclement weather, roadway traffic, and other conditions that require the employee to use protective clothing and appropriate safety equipment, and follow established safety procedures. Field work involves exposure to hostile animals and angry customers. Office work involves sitting, standing or working in front of a computer terminal for extended periods of time. Incumbents are subject to 24-hour call-back/standby as assigned to resolve customer problems and/or perform emergency maintenance after normal working hour on nights, weekends, and holidays and be available for callback to work or assist in emergency repairs.

PHYSICAL REQUIREMENTS:

This position typically requires climbing, balancing, stooping, kneeling, crouching, crawling, reaching, standing, walking, sitting, pushing, pulling, lifting, finger dexterity, grasping, feeling, talking, hearing, seeing, smelling and repetitive motions for an entire day.

Very heavy work: Exerting in excess of 100 pounds of force occasionally, and/or up to 50 pounds of force frequently, and/or up to 20 pounds of force constantly to move objects.

This job description does not constitute an employment agreement and may be changed or amended at any time to meet the needs of the District.

Approved: May 25, 2011

Patrick Sorensen, General Manager