



City of Greenfield

WATER TECHNICIAN I/II

Job Title:	Water Technician I/II
Department:	Public Works, Utilities Division
Reports To:	Utilities Operations Manager, Public Works Administration
Employee Type:	Fulltime
FLSA Status:	Non-exempt
Effective Date:	01.2023

DEFINITION

Under general supervision, performs office and field work in assisting customers with water conservation programs, Fats Oils and grease Program, Cross connection control Programs and other regulatory programs; answers telephone and in-person questions regarding utility billing information, and water conservation programs, services, and regulations; assists with public information, education and outreach activities; writes articles for media, website, and utility newsletter; and performs other related work as assigned.

SUPERVISION RECEIVED AND EXERCISED

The Water Technician classification is distinguished from the Utilities System Operator classification in that this is a technical position. The current Water Technician position does not require the same certification and is designed to provide the training and experience required for advancement to the Technician II position. This would require the Water Technician I to advance to Water Technician II within 24 months by acquiring the required training and certification as stated within the job classification.

ESSENTIAL FUNCTIONS:

The following duties and functions are normal for this classification. The omission of specific statements of the duties and functions does not exclude them from the classification if the work is similar, related, or a logical assignment for this position. Other duties may be required, assigned, and expected commensurate with the administrative needs of the department and organization as well as new state and or local laws.



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- Perform indoor residential water audits by conducting field inspections and tests, including those for leaky toilets and sinks; calculate flow rates of showers and faucets, toilet, and instruct customers on other ways to save water in and around the home.
- Meet with customers in person at their homes and place of business; answer their inquiries and provide general information and advice on water conservation measures and practices.
- Answer the phone, send out educational materials, process forms, keep simple records, files and statistics of work activities; perform data entry work using a computer.
- Respond to customer inquiries and complaints about water quality, pressure problems and leaks.
- Inspect backflow assemblies for correct installation to meet City requirements. Develop and implement a periodic inspection schedule to ensure annual testing;
- Approve the installation of backflow prevention devices at the time of final inspection of new and remodeled residential and commercial properties.
- Notify customers of need for scheduled testing; tracks, responds, and prepares follow-up notices for non-compliance and maintain backflow database.
- Maintain accurate records of work performed
- Turn on and off water service connection, notify customers of water shutdowns.
- Turn water service on and off based upon customer requests or when payment for water service is delinquent.
- Read water meters on a scheduled basis and record readings on an automated system for billing purposes
- Set up traffic control and safety equipment when using vehicles on a street or other roadway; uses safety equipment and observes all safety procedures as specified by the City.
- Periodically inspect commercial grease traps
- Remove and replace sanitary sewer manhole covers to conduct inspection and sampling
- Evaluate facilities' grease interceptor pump out frequency
- Assist with facility inspections and surveys
- Maintain field logs and records
- Approve the installation of backflow prevention devices at the time of final inspection of new and remodeled residential and commercial properties.
- Consult with and advise others in the correction or elimination of cross connection hazards.
- Learn and perform sampling of the water distribution system and may perform routine chemical and physical tests.
- Notify supervisor of the need for repair or additional maintenance as found during routine inspection and cleaning activities; prepare work orders or notes service requirements.
- Mark the location of underground water and wastewater collection lines in response to USA requests.



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- Inspect, sample, test, monitors, and documents industrial and hazardous waste materials deposited into the City's sewage and storm drain collection system;
- Clean, maintain, install, and operates portable automatic sampler, flow monitors and related equipment;
- Periodically inspect commercial grease traps; *
- Implement procedures related to industrial pre-treatment processes;
- Work with local businesses, other City departments, other public agencies and the general public on the effects of discharging materials in the City's sewer system; *
- Monitor industrial users for compliance with applicable City, State and Federal wastewater discharge regulations; *
- Resolve problems between City and industries related to wastewater discharges;
- Maintain field logs and records; *
- Analyze data and prepare written reports and correspondence as required;
- Perform related work as assigned.
- Communicate with and educate businesses and industries concerning wastewater discharge including providing information on City ordinances and other regulations and rules;
- Other duties as assigned.

*May be required to assist the City Building Official on an as needed basis.

QUALIFICATIONS

Knowledge of:

Principles, practices, tools, equipment and supplies required to maintain and repair water treatment and distribution and/or wastewater collection systems, including underground water and wastewater collection mains, manholes and pump/lift stations.

- All phases of cross connection control; procedures for inspection, cleaning, installation, removal and repair of backflow prevention devices; proper use of all tools, equipment and supplies used in all phases of the cross-connection control program.
- Principles and practices of safety related to areas of assignment and procedures for maintaining records of work activities and equipment usage.
- Testing, calibration, maintenance and repair of testing equipment used in the installation, repair and testing of backflow assemblies.
- Basic principles and practices of mobile equipment servicing and repair.
- Tools and equipment required to perform the work.
- Basic safety practices applicable laws, codes and regulations.



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- Basic computer applications.
- Techniques for providing a high level of customer service and accurate information to the public and city staff, in person and over the telephone.
- Conduct inspections, sampling, and testing of industrial and hazardous waste;
- Perform routine and complex laboratory tests and analysis;
- Collect, compile, and report data;
- Research technical and legal literature to ensure compliance with regulatory changes;
- Operate computer equipment and software; communicate clearly and concisely, both orally and in writing;
- Maintain cooperative working relationships with the public, vendors and city staff.

Skills in:

- Performing skilled and semi-skilled work related to the installation, inspection, maintenance and repair of underground water distribution and wastewater collection lines and pump and lift stations.
- Operating, maintaining and repairing distribution facilities and equipment.
- Performing servicing and minor maintenance on a variety of stationary and mobile equipment.
- Responding effectively to emergency situations and troubleshooting such situations.
- Safely using hand and power tools related to the work and driving and operating trucks.
- Interpreting and explaining laws, regulations, policies and procedures.
- Making accurate mathematical calculations.
- Reading maps, manuals and specifications.
- Prioritizing own work and using independent judgment within procedural guidelines.
- Maintaining accurate records of work performed.
- Establishing and maintaining effective working relationships with those contacted in the course of the work.

QUALIFICATIONS: (The following are minimal qualifications necessary for entry into the classification.

Education and/or Experience:

Graduation from high school or equivalent, any combination of education, experience and training that would provide the required knowledge and abilities to perform all essential functions of the classification. Experience in customer service and regulatory or code compliance highly desirable.



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Ability to: Speak and hear clearly and precisely on the telephone, on the radio, and or in person while communicating with the public. Understand and follow oral and written instructions;

License:

Must possess a valid California class C driver's license and have a satisfactory driving record.

Public Works Water Technician I:

Certifications:

Must possess a valid California class C driver's license and have a driving record acceptable by the City's insurance carrier.

Possession of the following certification is required to be obtained during the probationary period (6 months from date of hire): Backflow Prevention Assembly General Tester.

Possession of the following certifications are required to be obtained within twenty-four (12) months from date of hire: Certificate of Completion in the Pre-treatment Facility Inspection issued by California State University Sacramento

Public Works Water Technician II:

Certifications:

Possession of the following certifications are required to be obtained within twenty-four (24) months from date of hire.

Possession of State Water Resources Control Board Water Treatment Operator Grade I and/or Distribution Operator Grade I

Other Requirements:

Must be willing and available to respond to off-hours emergency situations at all times. This position will require participation in the On-call rotation and will be eligible for On-call pay and overtime compensation policies of the City. The work requires outside exposure to all weather conditions with dust, noise, traffic, some potentially hazardous materials, electrical and heavy equipment.



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Disaster Service Worker:

In accordance with Government Code Section 3100, City of Greenfield employees, in the event of a disaster, are considered disaster service workers and shall be asked to respond accordingly. Shall be required to work evenings, weekends and holidays in the event of a disaster.