

**MOUNTAIN REGIONAL WATER
JOB DESCRIPTION**



Job Title: Customer Service Water Technician

Effective: 01/2023

Department: Public Services

Pay Grade: 10-15

GENERAL PURPOSE

To perform technical and skilled duties in the maintenance, inspection, repair, and testing of the District's water distribution system.

SUPERVISION RECEIVED

Works under the supervision of the Customer Service Manager.

ESSENTIAL JOB FUNCTIONS

Perform general maintenance, operation and repair of the District's distribution system; including water lines, service connections, meters and communication devices. Conduct inspections on new construction or remodels. Inspect premises for cross connections, including backflow prevention devices on new construction or remodels when building permits are issued.

Takes direction from the Customer Service Manager regarding response to customer work orders.

Assist customers in identifying possible problems with water service and check for leaks and unusually high or low readings.

Collect water samples when necessary.

Provides input to the Customer Service Manager on improvement opportunities regarding project efficiency, safety, site considerations, inventory on meters and its communication device etc.

Maintains telephone and radio communications, handles emergency calls when needed.

Operates a handheld water meter reading device, a variety of hand tools and small power equipment such as a jack hammer, compressors, packing machine, threading machine, tapping machine and tampers; cleans tools and equipment.

Operates District vehicles and equipment, if licensed and qualified, with safety and care.

Maintains inventory of department supplies as applicable.

Assist the Distribution department with emergency leaks repairs and other tasks as needed. This could require after-hours and weekend work.

Performs other related duties as required and supports the general needs of the Public Services department.

Upon certification, thorough understanding of the Utah Division of Drinking Water rules that pertain to the functions of the water system.

EDUCATION AND EXPERIENCE

Required:

- Graduation from high school or GED equivalent
- Experience in one or more of the following: operation, maintenance, and repair of water systems; general construction; electrical, mechanical, or telemetry systems
- Experience in customer service
- Valid Utah Driver's License
- Completion of Utah Water System Operator certification, Grade II Water Distribution within six months of hire
- Completion of Utah's Cross Connection Control Program Administrator certification within one year of hire
- 60-minute response time while on call

Preferred:

- Associate's or Bachelor's degree in a related field
- Experience in the operation and maintenance of water distribution systems
- Active Utah Water System Operator's Certification(s) and Utah State CDL
- Active Cross Connection Control Program Administrator
- Utah State Commercial Driver's License (CDL)

KNOWLEDGE, SKILLS, AND ABILITIES:

Working Knowledge of Principles, practices and methods of operating and maintaining drinking water systems. Local, state and federal laws and regulations pertaining to the production, treatment, storage and distribution of potable water, including the Safe Drinking Water Act and relevant EPA and Utah Division of Drinking Water and Department of Health Regulations. Tools and equipment; hazards and safety precautions related to construction and water systems; equipment operation; construction methods and procedures typical to the District's water systems. General use and purpose of SCADA control systems. Basic knowledge of mechanical, electrical, and hydraulic systems. Arithmetic and basic mathematical calculations (formulas associated with water systems). Standard OSHA safe work practices and safety equipment related to the work being performed. Modern office procedures, methods, and computer equipment.

Ability to operate equipment; perform manual tasks for sustained periods of time; perform minor equipment maintenance and repair; engage in basic computer usage; follow written and verbal instructions; read and understand prints and plans; communicate effectively, verbally and in writing; ability to establish and maintain effective working relationships with fellow employees, the public and supervisors. Subject to 24-hour emergency callback and may require working overtime, varying hours, weekends and holidays, and additional levels of certification.

WORK ENVIRONMENT

Environment: May be required to work in inclement weather, including sun, cold, snow and rain; wear protective apparel, including goggles, face protectors, respirator, noise insulator, apron and shoes; work on an overtime or call-back basis; work around hazardous material and substances and work in confined spaces. Some positions in certain assigned areas are exposed to extreme heat, humidity, and noise; explosive hazards of gasses; mechanical and electrical hazards of machinery; fumes, odors and dust from excavation and construction.

Physical: **FREQUENT** walking, standing, sitting, downward flexion of neck, side-to-side turning of neck, lifting below and at waist level of tools weighing up to 25 lbs., including carrying of these tools up to 300 feet. **OCCASIONAL** bending and stooping, squatting, reaching above and at shoulder height, kneeling, balancing above ground, pushing/pulling, twisting at waist, upward flexion of neck; lifting objects weighing 26-75 lbs. from below waist to above shoulder level either with or without assistance and transporting for distances up to 25 feet; lifting of objects weighing over 75 lbs. and with assistance transporting for distances less than 10 feet; manual dexterity to operate computer keyboard, grasp writing materials; strength to grasp hand and power tools. **INFREQUENT** crawling, climbing, lifting of objects weighing 26 lbs. to over 100 lbs. from below waist to chest level either with or without assistance and transporting for distances less than 10 feet.

Communication: **VISION** (may be correctable) to see writing, computer input, traffic hazards,

field condition and discern small detail differences. **HEARING** for telephone, equipment, back-up alarms, two-way radios and headphones. **VERBAL** ability to converse in person and over telephones and two-way radios. **WRITING** for completion of logs, reports and performance evaluation. **READING** of logs, reports, and computer screens.

This position is considered safety sensitive and is subject to random drug testing.