

UTILITY SYSTEM OPERATOR

General Statement of Duties

Performs skilled functions in the operation, maintenance, and repair of wells and the water distribution system; serves as Operator in Responsible Control for the Backflow Prevention/Cross Connection Control program.

Distinguishing Features of the Class

An employee in this class performs a variety of operations, maintenance and repair duties designed to produce and maintain safe and plentiful drinking water. Work includes monitoring the well operations through observations, mechanical readings, sampling, and testing; participating in distribution system operation, maintenance and repair; and serving as ORC. The employee is subject to hazards associated with the work including working in both inside and outside environments, in extreme hot and cold weather, and exposure to various hazards such as moving mechanical parts, electrical current, working in high places, and exposure to chemicals, fumes, odors, and poor ventilation. The employee may be required to wear a respirator when changing chlorine or other chemical tanks. Work requires on-call and call back work to ensure system integrity. Work is performed under general supervision and is reviewed by observation, conference, reviewing records for adherence to operational and regulatory standards, instructions, and safety practices.

Duties and Responsibilities

Essential Duties and Tasks

Makes regular tours of well sites to check on water quality and to record volumes from gauges and dials; takes samples and performs and records the results of simple tests on samples; takes samples for more complex testing to state approved laboratories.

Participates in maintenance and repair of water distribution system including lines, hydrants, and valves; troubleshoots problems as necessary.

Completes work orders; connects and disconnects service; reads water meters; troubleshoots, repairs and maintains meters; changes out transponders.

Locates and marks underground utilities.

Maintains booster pumps, chlorine pumps, chlorine analyzers, chlorine injectors and other system components; replaces screens on aerators; changes out chlorine cylinders.

Installs, reads, repairs, replaces and trouble-shoots commercial, irrigation, and residential water meters; connects and disconnects water serve; repairs water lines; trouble-shoots leaks; repairs and exercises hydrants and valves; locates and marks water lines for other contractors.

Maintains records and investigates issues related to back flow prevention and cross connection control; ensures backflow preventers are installed where necessary.

Maintains landscaping and well houses including mowing and painting.

Operates water tapping machines, tractors, loaders, back hoes, bush hogs, front end loaders and boring machines.

Participates in water plant maintenance including painting, replacing chemical pumps, replacing parts, and general facility and landscape maintenance.

Prepares and maintains records of work activities both manually and digitally; submits monthly reports to the state as needed.

Additional Job Duties

Backs up other staff as needed.

Performs related duties as required.

Recruitment and Selection Guidelines

Knowledges, Skills, and Abilities

Considerable knowledge of the operating characteristics and maintenance requirements of wells, pumps, and chemical feed operations.

Considerable knowledge of federal, state and local laws, policies, regulations, and procedures related to well water production and testing, backflow prevention and cross connection control, and distribution system operation.

Knowledge of water distribution system operation, maintenance and repair methods and related tools and equipment.

Knowledge of the occupational hazards and related safety precautions of the work.

Knowledge of the application of information technology to assigned tasks.

Knowledge of the operation of water meters and meter reading systems.

Knowledge of the Town's utility customer service policies and procedures.

Skill in customer service excellence, teamwork and collaborative conflict resolution.

Skill in the operation of construction equipment and assigned tools.

Ability to detect flaws in the operation of mechanical equipment and to determine proper remedial measure.

Ability to understand and follow moderately complex oral and written instructions.

Ability to read meters, charts, gauges, dials, and technical manuals and drawings accurately and to maintain records of work activities.

Ability to establish and maintain effective working relationships with coworkers, supervisors, and the public.

Ability to prepare and maintains detailed and accurate records of work activities and testing and prepare accurate and timely regulatory reports.

Physical Requirements

Must be able to physically perform the basic lift operational functions of climbing, balancing, kneeling, reaching, standing, pushing, pulling, lifting, grasping, talking, and hearing.

Must be able to perform medium work exerting up to 50 pounds of force occasionally; up to 20 pounds of force frequently; and up to 10 pounds of force constantly to move objects.

Must possess the visual acuity to read gauges, dials, and inspect moving parts of machines, and to records and review written records.

Desirable Education and Experience

Graduation from a community college with a degree in environmental technology, skilled trades, or related field and experience in work involving well or other utility system operations and maintenance; or an equivalent combination of education and experience.

Special Requirements

Possession and maintenance of a Well Operator Grade C level certificate from the State of North Carolina.

Possession and maintenance of a Backflow Prevention/Cross Connection Control certificate from the State of North Carolina.

Possession of a valid state driver's license; may require commercial driver's license.

Administering the Class

Employees who obtain additional desired licenses and/or certifications are eligible for certification salary increases as determined by the Town.

Utility System Operator
Page 3

Beaufort
2022