

WATER SYSTEM OPERATOR IN RESPONSIBLE CHARGE

General Statement of Duties

Performs skilled functions in the operation and maintenance of wells, pumping and treatment of well water and in the operation of the water distribution system; serves as ORC for well system, distribution system, and physical chemical requirements; participates in other utilities activities as needed.

Distinguishing Features of the Class

An employee in this class performs a variety of operations, maintenance and repair activities designed to produce and maintain safe and plentiful drinking water as Operator in Responsible Charge. Work includes monitoring the well and distribution system operations through observations, mechanical readings, sampling, and testing. The employee checks wells and records readings on a daily route, collects samples of water at various points in the system and sends for analysis, investigates complaints concerning water quality, and maintains records of system performance. In addition, the employee participates in distribution system maintenance and repair and meter reading. 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; send samples for more complex testing to state approved laboratories.

Operates water treatment plants to produce potable water; changes out chemicals including fluoride and chlorine; sets chemical pump feed and adjusts as needed.

Investigates and attempts to resolve complaints concerning water quality such as chlorine content, other odors, discoloration, etc.; takes samples, flushes system by opening hydrants.

Monitors water supply levels and well operation run times utilizing SCADA.

Prepares Local Water Supply Plan, Consumer Confidence Report and related reports; prepares and submits monthly compliance reports for well, distribution system, and water quality as needed; maintains necessary records and documents work activities; coordinates with state inspectors when they visit.

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

Participates in plan review for water supply issues and inspection of new construction or contracted work; tracks needed updates to utility maps; coordinates maps with GIS contractor.

Sets up locations and collects distribution samples for compliance testing.

Sets up meter routes; generates re-read lists; reads water meters when needed; troubleshoots, replaces and repairs electronic meters and transponders; may participate in line locations; participates in distribution system maintenance and repair including repairing water lines, hydrants, meters and valves.

Obtains quotes; orders supplies for well operation, water treatment, meter and distribution system needs and other department needs; processes accounts payable invoices; generates a variety of reports; assists with budget development and tracking.

Completes work orders including service connections and disconnections; leak investigations; meter inspection and troubleshooting, and related activities.

Maintains booster pumps, chlorine pumps, chlorine analyzers, chlorine injectors, and hardness filters, salt silos, brine pumps, and other system components.

Coordinates hydrant maintenance with the Fire Department.

Operates a variety of construction equipment, tools and testing equipment.

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 and of the water distribution system.

Considerable knowledge of federal, state and local laws, policies, regulations, and procedures related to water production, distribution and testing.

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

Considerable 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 assigned equipment and tools.

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

Ability to train and lead coworkers.

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.

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 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's Grade B level certificate from the State of North Carolina.

Possession grade A water distribution system operator certification.

Possession of physical chemical certification.

Possession of a valid state driver's license.

