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Resolution: 020926-F

**Job Title:** Water Operations Specialist

**Department/Division:** Water Division

**Reports To:** Operations Manager

**Direct Reports:** N/A

**Salary Class/Salary Grade:** Classified/Grade 21

**Employment Status/FLSA:** Full-time Regular/Non-exempt

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**GENERAL DESCRIPTION:**

Provides administrative and customer service support for day-to-day water system operations.

**ESSENTIAL JOB DUTIES:**

Essential Job Duties are intended to be examples of duties and are not intended to be all inclusive. There will be other duties as assigned. All incumbents may not perform all job duties listed, and some incumbents may perform some duties which are not listed, and incumbents may be requested to perform job-related responsibilities and tasks other than those stated in this description.

- Responsible for GPS data collection, data processing, map development, updates to the Geographic Information Systems (GIS) database, and provides GPS and GIS technical support to coworkers
- Enters company assets (new water mains, field process equipment and instrumentation) and related documents into the asset management system, develops work order templates and workflow, and creates recurring maintenance work orders
- Assists with distribution and prioritization of work orders to field personnel
- Reviews potential leaks and assesses for severity and repair priority
- Submits 811 tickets for line locates to assist with water system repairs
- Coordinates asphalt and concrete repairs with contractor, and reviews repairs to verify satisfactory completion
- Responds to water quality, pressure, and leak related inquiries from customers and works closely with customer service to satisfy customer inquiries and to properly note customer accounts

- Assists with routine water quality flushing based on flushing schedule and customer reported issues
- Assists with leak detection
- Routinely utilizes chlorine testing equipment, hydrant pressure recorders, and leak detection equipment
- Oversees inventory in main warehouse by monitoring on-hand materials, creating purchase orders for needed materials, receiving and unboxing ordered materials and providing proper documentation for invoice payment
- Participates in SCADA on-call by monitoring the water system through SCADA system and promptly reporting unusual events or system malfunctions
- Participates in field services on-call.
- Monitors and maintains the performance of all field process equipment and instrumentation such as chlorine analyzers, tablet chlorine feed systems, flow meters, colorimeters, turbidimeters, hydrant data recorders, and SCADA radios
- Monitors and maintains hydrant flushing stations and hydrant pressure relief valves
- Performs routine water quality sampling for ADEM permit compliance and any special sampling as needed
- Assists with administering regulatory programs and compliance
- Assists with water improvement projects and with developing or amending sampling, flushing, valve exercising or tank maintenance plans
- Regular & predictable attendance is a required essential function of the position based on department established work schedule.

#### **KNOWLEDGE, SKILLS, AND ABILITIES:**

- Knowledge of Water Board standard specifications, ADEM regulations, water system materials and equipment, and water system operations and maintenance
- Knowledge of the operation of water distribution systems
- Basic knowledge of hydraulic principle of water distribution systems
- Ability to independently evaluate situations and make well thought out decisions based on water system experience and company practices
- Ability to prioritize work based on urgency and company goals
- Utilizes water system experience to train, teach and assist others
- Ability to communicate clearly and concisely orally and in writing
- Ability to understand and follow oral and written instructions
- Ability to establish and maintain effective professional relationships with coworkers, customers, contractors, and vendors

## **MINIMUM QUALIFICATIONS:**

- High School Diploma or equivalent
- Must possess at minimum a Grade II Water Certification from the Alabama Department of Environmental Management (ADEM)
- 5+ years of verifiable water system experience including leak repairs, meter change outs, taps, fire hydrant maintenance, flushing, supervisor control and data acquisition (SCADA) system monitoring and work order completion.
- Experience with Global Positioning Systems (GPS) data collection and data processing.
- Familiarity with water system materials including piping, water meters, and water system repair parts.
- Proficiency in water quality sampling and reporting
- Must be able to speak, read and write in English
- Must be able to pull call and be available for after hour call-outs
- Must be able to respond within 30 minutes of main office in Alabaster, AL

The work requires physical exertion such as long periods of standing; walking over rough, uneven, or rocky surfaces; recurring bending, crouching, stooping, stretching, reaching, digging, climbing in and out of trenches, or similar activities; recurring lifting of moderately heavy items such as 50-pound couplings, chop saws, and other large power tools. Work is completed outside in all safe weather elements.

**This position requires lifting:** Up to 50 pounds

**This position has the following special vision requirements:** Ability to read information both in print and electronically.

**ENVIRONMENTAL WORKING CONDITIONS:** The following physical conditions and hazards may be encountered while working in this position: weather, uneven surfaces

*I certify that this job description is a true reflection of the major responsibilities, requirements, and duties of this position.*

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Immediate Supervisor

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Date

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Department Head

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Date

*I have read this job description and understand the major responsibilities, requirements, and duties of this position. I understand the duties listed in this description are not all-inclusive and there may be other duties assigned to me.*

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Employee

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Date