

**RANCHO CALIFORNIA WATER DISTRICT
POSITION DESCRIPTION**

DATE: July 1, 2019

POSITION TITLE: **OPERATIONS AND MAINTENANCE ASSISTANT
I / II / SENIOR**

GRADE LEVEL: E8 / E10 / E13

SUPERVISOR TITLE: Senior Administrative Assistant Operation and
Maintenance

FLSA STATUS: [] Exempt [X] Non-Exempt

BARGAINING UNIT: [X] RCWDEA [] RCWD MPCEA

DEFINITION

Under immediate, progressing to general supervision performs a variety of field related, customer service, clerical, and technical duties in the day-to-day activities of the systems operations and field services divisions

CLASS CHARACTERISTICS

Operations and Maintenance Assistant I

This is the entry-level position in the operations and maintenance assistant class series. Positions assigned to this level perform limited or routine field related and customer service duties under close supervision. This class is distinguished from the operations and maintenance assistant II by the performance of the more routine tasks and duties assigned and lower certification levels. Employees at this level are not expected to perform with the same independence of direction and judgment on matters related to the established procedures and guidelines as are positions allocated to the II level. Because employees in classifications at this level may be in a training capacity, such position does not require significant previous work experience in the applicable field. This job classification is represented by the Rancho California Water District Employees Association (RCWDEA) bargaining unit







Operations and Maintenance Assistant II

This is the journey level position in the operations and maintenance assistant class series. Positions assigned to this level perform a full range of field related and customer service duties under general supervision. Employees at this level receive only occasional instruction as new or unusual situations arise as they are fully aware of the operating procedures and policies within the department. Because employees in classifications at this level are expected to be fully trained and competent, such position typically requires significant previous work experience in a field services or customer service position. Positions in this class are normally filled by advancement from Level I. This job classification is represented by the Rancho California Water Employee Association (RCWDEA) bargaining unit

Operations and Maintenance Assistant Senior

This is the advanced journey level classification with responsibility for organizing duties and performing the most difficult and complex tasks assigned to this job classification within the operations & maintenance division. Positions assigned to this level perform a full range of field related and customer service duties under general supervision. Employees at this level receive only occasional instruction as new or unusual situations arise, as they are fully aware of the operating procedures and policies within each of the departments. They may also provide lead supervision to lower level staff including assigning work and providing technical assistance and training in the completion of assigned duties. Because employees in classifications at this level are expected to be fully trained and competent, such position typically requires significant work experience in a level II position or work experience in the appropriate field. This job classification is represented by the Rancho California Water District Employees Association (RCWDEA) bargaining unit

EXAMPLE OF DUTIES (Duties may include, but are not limited to, the following):

-  Assist with coordination of the daily scheduling of crew assignments for foreman, superintendents and managers
-  Answer and direct incoming calls to various systems operations and field services division personnel
-  Assists with generating work orders including, facility repair and maintenance, underground service location reports, full installation, removal and relocation of meters and meter service devices to existing meters, etc.
-  Use computer programs to track projects, tasks and assignments
-  Answer customer inquiries on service problems and other general water service information
-  Follows departmental procedures for various tasks such as dispatching, meter repairs and installations, work orders, facility database maintenance, backflow administration and other maintenance and operations related programs

- ✎ Provide data entry support to operations and maintenance staff
- ✎ Prepare and process paperwork for operations and maintenance staff
- ✎ Assist with processing emergency corrective jobs for the systems operations and field services divisions
- ✎ Assist field crews by ordering and/or verifying delivery of materials to job site.
- ✎ Monitor and route all planned water system shutdowns for proper notification to customers and other departments as appropriate
- ✎ Coordinate with various departments for the processing of meter service installation
- ✎ Process underground service locator requests
- ✎ Custodian of all District fuel cards including issuing, ordering and replacement.
- ✎ Maintain office supplies and issue purchase order requests
- ✎ Perform related duties as assigned

QUALIFICATIONS

Operations and Maintenance Assistant I

Knowledge of:

- ✎ Basic customer service principles
- ✎ District rules, regulations and fees
- ✎ Computer software (Microsoft Word and Excel)
- ✎ Principles and practices of operations and maintenance theory
- ✎ Proper English, grammar and punctuation
- ✎ Modern office methods, practices, procedures and equipment
- ✎ Principles and techniques of District record keeping and filing
- ✎ Standard office procedures and proper phone etiquette
- ✎ Proper work safety standards

Ability to:

- ✎ Type 50 WPM
- ✎ Operate personal computer
- ✎ Operate two-way radio
- ✎ Learn the principles and theory of the District's Supervisory Control and Data Acquisition Systems
- ✎ Learn and follow District rules and regulations
- ✎ Follow written and verbal instructions
- ✎ Work under pressure and handle multiple tasks and interruptions
- ✎ Maintain confidentiality of records and information
- ✎ Respond to the public and employee inquiries, complaints, and emergencies in a professional and pleasant manner
- ✎ Comply with the District's Safety Health and Environmental policies

SELECTION GUIDELINES

The appropriate knowledge, skills, and abilities can be achieved through a variety of combinations of experience and training. A typical example is:

Experience: Six (6) to twelve (12) months of administrative, customer service and/or District field service experience













Training: Equivalent to the completion of the 12th grade

Licenses/Certificates:









-  Valid California driver's license, required

Operations and Maintenance Assistant II

Knowledge of:

-  District service boundaries
-  District organization, facilities and services
-  District rules and regulations for water and sewer service
-  Principles and practices of operations and maintenance theory
-  Principles and theory of the District's supervisory control and data acquisition systems
-  Organization and procedures of the District
-  Utilization of the District's computer database and advanced word processing applications
-  District Computerized Maintenance Management System (CMMS)
-  Methods, materials, tools, and equipment used in field maintenance inspections
-  Financial record keeping and accounting systems
-  FCC regulations for operation of District radio system
-  District policies and procedures related to customer service and customer relations

Ability to:

-  Understand the organization and operation of the District and to interpret that information for other agencies and customers as necessary
-  Compile and maintain extensive records and files
-  Assist with statistical summaries and other required monthly reports
-  Assist the operations and maintenance staff with special project assignments
-  Write clear, concise correspondence
-  Work under pressure and handle multiple tasks and interruptions routinely
-  Coordinate customer problems with the senior operations & maintenance assistant and take appropriate action or refer to appropriate personnel
-  Prioritize and complete work effectively with minimum supervision



SELECTION GUIDELINES

The appropriate knowledge, skills, and abilities can be achieved through a variety of combinations of experience and training. A typical example is:

Experience: Two (2) to three (3) years' experience in administrative, customer service and/or two (2) to three (3) years' experience as a District field services worker

Training: Equivalent to the completion of the 12th grade supplemented by specialized training in public utility field operations












Licenses/Certificates:

-  Valid California driver's license, required
-  Grade D1 Water Distribution Certificate – SWRCB, desirable

In addition to the duties and qualifications for an ***Operations and Maintenance Assistant I / II***

Operations and Maintenance Assistant Senior

EXAMPLE OF DUTIES (Duties may include, but are not limited to, the following):

-  Participate in a wide range of administrative services and activities; establish work methods and procedures; assign duties and evaluate results
-  Participate in training of staff within this classification
-  Serves as coordinator for the Backflow Prevention Assembly Certification Program including, customer notification of testing, repair, and inspection
-  Administration of the recycled water use accounts and participates in the preparation of regional water quality control board reports
-  Provides support for Computerized Maintenance Management System (CMMS), including data entry, work order, and report generation
-  Maintains the USA Dig-Alert system; Processes underground service locator requests, creates RCWD locate requests
-  Generate work orders; including facility repair and maintenance, full installation, removal, and/or relocation of meters and meter service devices to existing meters
-  Use computer programs to track projects, tasks and assignments
-  Implement departmental procedures for various tasks such as dispatching, meter repairs and installations, work orders, facility database maintenance, and other field services and systems operations related programs
-  Prepare and process work request for field service staff, including logging calls from customers, dispatches field staff investigations; tracks progress
-  Process emergency corrective and reimbursable jobs for the systems operations and field services divisions

- ✎ Assist field crews by ordering and/or verifying delivery of materials to job site
- ✎ Coordinate with various departments for the processing of meter service installation
- ✎ Process seminar, District related classes and certification requests paperwork
- ✎ Perform related duties as assigned
- ✎ Prepare and generate requisitions through Lawson for all paving invoices for Operations & Maintenance Staff
- ✎ Input DIR submissions for all Operations & Maintenance Staff
- ✎ Prepare all reimbursements for field staff and management
- ✎ Process and submit monthly Water Quality letters to the State
- ✎ Update website to reflect Water Quality, Operations, and Emergencies

QUALIFICATIONS

Knowledge of:

- ✎ District service boundaries
- ✎ District organization, facilities and services
- ✎ District rules and regulations for water and sewer service
- ✎ Organization and procedures of the District
- ✎ Utilization of the District's computer database and advanced word processing applications
- ✎ District maintenance program
- ✎ Methods, materials, tools and equipment used in field maintenance inspections
- ✎ Financial record keeping and accounting systems
- ✎ FCC Regulations for operation of District radio system
- ✎ District policies and procedures related to customer service and customer relations

Ability to:

- ✎ Understand the organization and operation of the District and to interpret that information for other agencies and customers as necessary
- ✎ Compile and maintain complex and extensive records and files
- ✎ Prepare statistical summaries and other required monthly reports
- ✎ Assist the Operations and Maintenance Division staff with special project assignments
- ✎ Write clear, concise correspondence
- ✎ Work under pressure and handle multiple tasks and interruptions routinely
- ✎ Analyze customer problems and take appropriate action or refer to appropriate personnel
- ✎ Prioritize and complete work effectively with minimum supervision



SELECTION GUIDELINES

The appropriate knowledge, skills, and abilities can be achieved through a variety of combinations of experience and training. A typical example is:

Experience: Three (3) to five (5) years' experience in an operations and maintenance, customer service, or field service worker role with specific water utility experience and at least one (1) year of supervisory experience/capacity or equivalent (i.e., supervisory training, and/or supervising a project or team)











Training: Equivalent to the completion of the 12th grade supplemented by specialized training in water utility field operations

Licenses/Certificates:

-  Valid California driver's license, required
-  Grade D1 Water Distribution Certificate – SWRCB, desirable

PHYSICAL REQUIREMENTS/WORKING CONDITIONS:

The essential functions of this position will require the employee to perform the following physical activities:

-  Frequently use office equipment such as a computer, copier and FAX machine
-  Must be able to carry, push, pull, reach and lift materials and objects up to 25 lbs.
-  Extended standing, walking, sitting, reaching, stooping, and bending
-  Communicates verbally with District management, co-workers, and the public in face-to-face, one-on-one, and group meetings
-  Regularly uses a telephone or radio for communication
-  Ability to speak and hear both in person, by telephone, and radio
-  Vision within normal ranges with or without correction.
-  Regular attendance
-  Work in a temperature controlled office environment with moderate noise.
-  Occasional travel by automobile conducting District business

_____	_____
Employee Signature	Date
_____	_____
Supervisor/Manager Signature	Date