

**RANCHO CALIFORNIA WATER DISTRICT
POSITION DESCRIPTION**

DATE: June 19, 2014

POSITION TITLE: **OPERATIONS AND MAINTENANCE TECHNICIAN**

GRADE LEVEL: H

SUPERVISOR TITLE: Director of Operations & Maintenance

FLSA STATUS: Exempt Non-Exempt

BARGAINING UNIT: RCWDEA RCWD MPCEA






DEFINITION

Under direction, supervises and performs highly complex and specialized administrative and technical support to the director of operations and maintenance.

CLASS CHARACTERISTICS

This is a senior level specialist position with first line supervisory responsibility for organizing and assigning duties, evaluating results, conducting performance appraisals and recommending personnel actions such as hiring, promotion, discipline and termination. Duties may include performing the most difficult and complex tasks assigned to the work unit in the Systems Operations 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. Because employees in classifications at this level are expected to be fully trained and competent, such position typically requires previous work experience in a field services or system operations positions. 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):

-  Supervise and participate in a wide range of administrative services and activities; establish work methods and procedures; assign duties and evaluate results
-  Conduct formal performance appraisals; participate in a variety of personnel actions including hiring, counseling, training, promotion, discipline and termination
-  Serves as coordinator for the Backflow Prevention Assembly Certification Program including, customer notification of testing, repair, and inspection, etc
-  Administration of the recycled water use accounts and the preparation of California Department of Public Health and Regional Water Quality Control Board reports
-  Serves as coordinator for the Computerized Maintenance Management System (CMMS), including data entry management, work order, and report generation, etc.

- ✎ Coordinates and plan CMMS activities so that immediate and long term goals and objectives are met.
- ✎ Maintains CMMS system necessary for daily operation of all departments
- ✎ Creates custom reports using Ad Hoc and Crystal Reports
- ✎ Conducts staff CMMS training and develops written procedure
- ✎ Development of recommendations regarding work organization, assignments and staff CMMS training needs
- ✎ Provides support in the implementation and maintenance of CMMS systems applications.
- ✎ Maintains CMMS Mobile System for daily operation of all departments
- ✎ Maintains the USA Dig-Alert system; Processes underground service locator requests, creates RCWD locate requests.
- ✎ Supervise the 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
- ✎ Monitor completion of assignments and notify responsible staff of any variances to schedules
- ✎ Generate work orders; including facility repair and maintenance, full installation, removal, and/or 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
- ✎ 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 paperwork for Field Service Staff, including logging calls from customers, dispatches field staff investigations; tracks progress and completion of work requests
- ✎ 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
- ✎ 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
- ✎ Custodian of all District fuel cards and employee lockers, including issuing, ordering and replacement
- ✎ Maintain office supplies and issue purchase order requests, process seminar, District related classes and certification requests paperwork
- ✎ Prepares and types transmittals, memos, letters, and reports for the Directors and Supervisors of the systems operations and field services divisions
- ✎ Perform related duties as assigned

QUALIFICATIONS

Knowledge of:

- ✎ District service boundaries
- ✎ District organization, facilities and services
- ✎ District rules and regulations for water and sewer service
- ✎ Advanced operation 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 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 Directors of system operations and field services with special project assignments
- ✎ Assist Water Systems Operators with system operations through SCADA System
- ✎ 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:

-  Grade D2 Water Distribution Certificate – CDPH, required
-  Grade T2 Water Treatment Certificate – CDPH, required
-  Valid California driver's license, required

PHYSICAL REQUIREMENTS/WORKING CONDITIONS

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

-  Communicates verbally with District management, co-workers and the public in face-to-face, one-to-one and group settings
-  Regularly uses a telephone or radio for communication
-  Uses office equipment such as a Personal Computer, copier and FAX machines
-  Sits for extended time periods
-  Hearing and vision within normal ranges
-  Carry, push, reach and lift up to 20 lbs. routinely
-  Reach at above shoulder height (5%), at shoulder height (5%), below shoulder height (90%)
-  Occasionally stoop, kneel or crouch
-  Sufficient manual dexterity to operate equipment

Employee Signature

Date

Supervisor/Manager Signature

Date