

**RANCHO CALIFORNIA WATER DISTRICT
POSITION DESCRIPTION**

DATE: July 1, 2019

POSITION TITLE: **FIELD DISTRIBUTION OPERATOR FOREMAN –
METER / AMR**

GRADE LEVEL: E16

SUPERVISOR TITLE: Field Services Supervisor - Facilities

FLSA STATUS: Exempt Non-Exempt

BARGAINING UNIT: RCWDEA RCWD MPCEA


DEFINITION

Under limited supervision, to supervise and perform highly complex and specialized water and recycled utility-related meter duties, along with overseeing the Automated Meter Reading (AMR) Systems, Geographical Information Systems (GIS), and Customer Information Systems (CIS) utilized by the Meter Department. This position will also inspect the work of personnel involved in the construction, maintenance, repair, and servicing of District buildings and facilities

CLASS CHARACTERISTICS

This is the first line supervisor level classification in the Field Distribution Operator – Meter/AMR class series. Positions assigned to this level provide supervision to journey level staff and independently perform highly technical and specialized meter duties at a level beyond that found at a journey level. Supervisory duties include assigning specific duties, ensuring completion, and compliance with applicable standards, policies and procedures, as well as providing technical assistance, field training, writing and conducting performance appraisals, and assisting in department budget preparation. 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):

-  Assign, supervise, assist in the completion, and evaluate the work of Field Distribution Operator – Meter/AMR workers performing water utility-related meter duties; ensure completion of assigned duties for appropriate quality and timeliness

- ✎ Plan, coordinate, and update the efforts to collect the GIS information on the meter locations throughout the District
- ✎ Oversee the maintenance and repair of the AMR Fixed and Mobile Networks
- ✎ Train assigned staff and provide technical assistance as required; recommend work methods and procedures
- ✎ Schedule, coordinate, and supervise the work of building and grounds personnel during any maintenance, repairs, or construction to District facilities
- ✎ Write and conduct formal performance appraisals; participate in a variety of personnel actions including hiring, counseling, training, promotion, discipline, and termination
- ✎ Respond to and resolve difficult and complex customer complaints and inquiries, including recommendations on damage claims against the District
- ✎ Provide staff assistance to higher level staff; investigate and prepare recommendations related to operational and administrative issues
- ✎ Plan, organize, and supervise all safety procedures at work site to include traffic control and confined space entry
- ✎ Supervise and assist in bench/field testing meters to AWWA specifications
- ✎ Complete and maintain detailed records in CIS, confined space entry, hot work permits, meter repair tickets, new meter drops, and end of month reports
- ✎ Prepare work orders and requisitions for meter drops
- ✎ Assist in budget process
- ✎ Perform related duties as assigned

QUALIFICATIONS

Knowledge of:

- ✎ Methods, materials and equipment used in water service installations maintenance and repair work
- ✎ Principles and practices of facility maintenance
- ✎ Advanced techniques and practices required for meter service repair and troubleshooting customer service issues
- ✎ Methods, materials, and equipment used in the maintenance and repair of AMR mobile and fixed networks
- ✎ Water Quality rules and regulations required for customer water services
- ✎ District pressure zones for accurate pressure problem diagnoses
- ✎ District rules, regulations, policies and procedures related to customer service and customer relations
- ✎ District sites and facilities
- ✎ Applicable laws, codes, and regulations
- ✎ Principles of work direction, coordination and training

- ✎ Advanced computer skills
- ✎ Confined Spaces procedures and training
- ✎ Lock Out and Tag Out procedures and training
- ✎ Traffic Control procedures and training

Ability to:

- ✎ Supervise and participate in a full range of meter related repairs, upgrades, and customer service issues
- ✎ Plan and assign duties to ensure completion
- ✎ Ability to work with outside vendor
- ✎ Diagnose problems (i.e., leaks and/or equipment failure) and provide effective solutions
- ✎ Coordinate assigned activities with the activities of other departments
- ✎ Operate and train others in the use of a variety of hand and power tools
- ✎ Establish and maintain cooperative working relationships

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: Four (4) or more years of increasingly responsible journey-level experience in water utilities with supervisory experience

Training: Any combination of formal or informal training and education that provides the ability to read and write at a level required to satisfactorily perform the assigned duties

Licenses and Certificates:

- ✎ Grade D3 Water Distribution Certificate –SWRCB, required
- ✎ Grade T1 Water Treatment Certificate - SWRCB, required
- ✎ Forklift Operator Certificate, required
- ✎ Traffic Control Certificate, required
- ✎ Confined Space Certificate, required
- ✎ First Aid Certificate, required
- ✎ Valid California driver's license, required

PHYSICAL REQUIREMENTS/WORKING CONDITIONS

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

- ✎ Operates a District vehicle to travel between job sites and remote facilities
- ✎ Must be able to carry, push, pull, reach and lift equipment and parts up to 50 lbs. and heavier weights with the use of proper assistance
- ✎ Stoop, kneel, crouch, crawl and climb during regular duties
- ✎ Communicates verbally with District management, co-workers, and the public in face-to-face, one-on-one, and group meetings
- ✎ Use office equipment such as computers, copier, and fax machines
- ✎ Regularly uses a telephone or radio for communication
- ✎ Stand and walk for extended periods
- ✎ Ability to speak and hear both in person, by telephone, and radio
- ✎ Vision within normal ranges including color vision with or without correction
- ✎ Regular attendance
- ✎ Operate a District vehicle in field maintenance work

The essential functions of this position may expose the employee to the following working conditions:

- ✎ 50%-100% of work time spent outside a building exposed to the sun
- ✎ Inclement weather
- ✎ Hot and cold temperatures
- ✎ Hazardous materials
- ✎ Electrical hazards
- ✎ Heights
- ✎ Confined spaces
- ✎ Potentially dangerous tools and equipment
- ✎ Traffic hazards
- ✎ Trenching and excavations
- ✎ Wildlife

OTHER REQUIREMENTS

- ✎ Willingness to work nights, weekends and overtime, as necessary
- ✎ May be required to serve stand-by duty as assigned by management

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