

Sunrise Water Authority Job Description

Title: Distribution System Operator II

Department: Operations

Status: Non-exempt

Reports to: Operations Manager

Pay Grade: \$49,920-\$64,480 DOE

Effective Date: May 2016

General Position Summary:

This position serves as an experienced member of the field operations team, performing assigned tasks alone or in small groups involving the operation and maintenance of the distribution system.

Essential Functions/Major Responsibilities:

- Understand basic pump, valve, meter, and hydrant operation.
- Troubleshoot pressure problems and service disruptions; problem solve under urgent or emergency conditions.
- Oversee valve and hydrant maintenance programs.
- Performs utility locates and assist with leak detection.
- Install new water meters and services under pressure (i.e. hot-tap), without service disruption to other customers.
- Conduct basic construction activities, including operating heavy machinery, traffic control and flagging duties.
- Coordinate completion of field work orders with CSR/billing staff.
- Lead tasks or projects in group setting.
- Assist CSR/Billing staff with complaint resolution and resolve customer complaints under confrontational situations.
- Pre-plan job safety requirements and identify and correct unsafe work conditions.

Secondary Functions:

Other duties as assigned.

Job Scope:

- Operates from established and well known procedures.
- Performs work mostly under limited supervision and sometimes independently with no supervision.
- Decisions are made within prescribed operating guidelines and procedures.

Supervisory Responsibility:

- This position has no supervisory responsibility.

Interpersonal Contacts:

- Communicates within the organization with team members, CSR/billing staff, engineering and technical staff. These communications are in person, and through e-mail, phone and radio.

Specific Job Skills:

- Advanced understanding of system hydraulics and operations.
- Ability to use tools, equipment and materials in the basic repair and maintenance of water distribution system.
- Able to provide exceptional customer service as a front-line (field) field representative.
- Perform basic arithmetic calculations.
- Able to operate a computer and use standard administrative tools including word processing, spreadsheets, e-mail and the internet.
- Apply critical thinking skills and the ability to organize and assess problems with limited input.
- Able to work effectively in a team (collaborative) environment and lead small workgroups.
- Accountable for outcomes and accuracy or quality of work.
- Ability to prepare job sites in conformance with safety rules and regulations including the wearing of personal protective equipment.
- Possess basic understanding of construction and trench safety.
- Properly conduct radio or push/talk communications.

Education and/or Experience:

- High school diploma or GED is required.
- Must possess or obtain within two years from date of hire an Oregon Water Distribution II Certification.
- Must possess a valid driver's license and maintain a satisfactory driving record.
- Ability to complete proper training and certification in traffic control and flagging operations.

Job Conditions:

The position requires moderate to heavy physical labor, along with frequent work at night and in adverse weather conditions. On-call and after-hours duties are also required, including the ability to respond in emergency situations 24 hours per day, 7 days per week. The position may occasionally involve exposure to angry/aggressive people or activities in remote or isolated settings.

Physical Demands Summary:

The position requires continuous standing, walking, squatting or kneeling and lifting/carrying up to 50 pounds, as well as frequent bending, twisting, reaching, climbing, stooping, and grasping. The position also requires frequent driving of light/heavy vehicles, often at night.