

# **Sunrise Water Authority Job Description**

Title: Distribution System Operator II

Department: Operations

Status: Non-exempt

Reports to: Operations Manager

## **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.
- Perform valve and hydrant maintenance programs.
- 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, as required.
- Performs utility locates and assist with leak detection.
- 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 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 one year 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.