



SPRINGFIELD UTILITY BOARD

Job Description

TITLE: Water Quality Utilityman

STATUS: Non-exempt / Union - IBEW

REPORTS TO: Water Quality Program Manager

RANGE: Contract

POSITION SUMMARY: Duties are directed by the Water Quality Program Manager. Works closely with the Water Quality Customer Service Representative. Assignments include sampling, backflow inspections and other duties of the water quality department, such as, responding to water quality complaints. Work with other water crews as a Water Utilityman when help is needed. Participates in the rotation on the after hours on-call list. Works well with the public, responding to requests for services and products in a timely manner. A team player who works harmoniously, efficiently and safely with office staff and field crew employees and who uses courtesy, tact and diplomacy to address customer complaints and issues. Performs other duties as assigned.

MAJOR ACCOUNTABILITIES

Essential Functions

1. Supports and models behavior to promote the mission and core values of SUB to other employees and customers.
2. Develops and maintains professionalism and effective teamwork in the performance of job duties.
3. Maintains reliable and predictable attendance.
4. Safely and efficiently operates all vehicles, equipment, tools and testing equipment required to perform his/her duties as assigned.
5. Keeps supervisor informed about daily activities and priorities.
6. Completes paper work in a timely manner as established and agreed upon with his/her supervisor.
7. Performs sampling and backflow inspections according to SUB's policies, Oregon Health Authority (OHA) regulations and laws.
8. Collects and analyzes water samples from SUB's production and distribution systems, including well sites, storage tanks and sample stations, to ensure water quality compliance with federal and state regulations. Other source water samples may also be collected from river water and monitoring wells.
9. Responds to water quality complaints from customers; participates in solving problems and resolving complaints in person and over the phone.

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10. Reviews routine water quality results, identifies potential problems and notifies supervisor of problems.
11. Calibrates, troubleshoots, and maintains analytical instruments; cleans sample bottles and portable laboratory equipment; maintains sample stations.
12. Reviews and compiles information from various databases and computer files.
13. Maintains the appropriate level of sampling bottles and supplies required to conduct routine sampling and analyses.
14. Conducts water quality flushing for customers. Assists in the water quality system flushing program by testing and data review.
15. Maintains laboratory area in a clean and organized manner, in ready-to-use status.
16. Implements the Cross Connection Control program to ensure that the water system is protected from contamination.
17. Inspects and administers testing of existing backflow assemblies for SUB's water system.
18. Inspects residential and commercial facilities for compliance with SUB policy and Cross Connection Control program.
19. Approves the installation of backflow prevention assemblies for new or remodeled residential and commercial properties.
20. Consults with and advises others in the correction or elimination of cross connection hazards.
21. Receives, investigates, reviews and responds to customer complaints regarding cross connections.
22. Maintains good working relationships with contractors and City building inspectors, while working efficiently and effectively with office and field team members.
23. Maintains written records in an organized manner.
24. Responds within 30-minutes to after-hour calls with little or no supervision.
25. Maintains a valid Oregon CDL Class A license and maintains good driving and safety record.
26. Maintains current certification for Water Distribution Level I Certificate from the State of Oregon.
27. Maintains a Cross Connection Specialist Certification and Backflow Assembly Tester Certification or the ability to obtain the Specialist Certification within 6 months and the ability to obtain the Tester Certification within one year.

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28. Maintains an OSHA approved Articulating Boom Crane with Winch (ABW) Certification for SUB's equipment.

Marginal Functions

None

Given the dynamic and challenging environment of the utility industry and our mission to provide exceptional service to our internal and external customers, additional duties and responsibilities, other than those listed in this job description, may be assigned (contingent on labor agreement provisions, if applicable). Your supervisor will communicate these changes either formally or informally, verbally or in writing.

Attributes

SUB strives to promote a safe, positive and caring work environment. In addition to the above responsibilities, the following attributes are essential to be a successful employee at SUB:

- Being committed to SUB's Mission and Core Values
- Complying with safety practices and policies
- Being professional, honest, courteous, and respectful to others in your conduct
- Being responsive to suggestions to improve performance
- Being flexible to adapt to a changing work environment
- Performing as a productive team member
- Being accountable for your own performance, behaviors and contributions
- Taking the initiative to accomplish your responsibilities to the best of your ability

These qualities in our employees ensure that working at SUB is motivating, fun and enjoyable while performing a valuable service to our utility and community.

OTHERS SUPERVISED

- None

MINIMUM QUALIFICATIONS

Experience

- Minimum two years of experience in water line and water systems operations and maintenance

Knowledge, Skills & Abilities

- Ability to efficiently perform water construction, maintenance and customer service tasks with a minimum of supervision
- Safety procedures for employees, public work areas and traffic control.
- Communicates effectively orally and in writing
- Self-starter with good customer service skills
- Basic computer skills in Microsoft Word, Excel and Access software preferred
- Possesses the basic techniques and skills for gathering and reporting information

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- Responds to routine requests and inquires related to water quality
- Demonstrates the ability to make and record observations
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Education/Certifications

- Must possess and maintain a current Water Distribution Level I Certificate from the State of Oregon
 - Posses a Cross Connection Specialist Certification and Backflow Assembly Tester Certification or the ability to obtain the Specialist Certification within 6 months and the ability to obtain the Tester Certification within one year.
 - Must possess and maintain an OSHA-approved Articulating Boom Crane with Winch (ABW) Certification for SUB's equipment.
 - High school diploma or equivalent
- **ALERTNESS & CONCENTRATION:** Maintains full alertness and concentration at all times in inclement climatic conditions, and at night while (1) driving heavy equipment, (2) working in ditches/excavations, and (3) driving and working around moderate to heavy traffic.
 - **ABILITY TO DEAL WITH STRESS:** Interacts well with co-workers. Makes decisions quickly and calmly when working in ditches, near equipment, and operating heavy equipment such as heavy large truck (50,000 lbs.) and trailer (20,000 lbs.). Thinks and reacts quickly in emergency situations.
 - **VISION:**
 - Far visual acuity:** Sees adequately to drive a vehicle.
 - Near visual acuity:** Reads small print on maps, plans, labels, reports, numerous other written documents and computer screens.
 - Peripheral vision/depth perception:** Maintains full field of vision in all directions to assess proximity to construction hazards, holes, traffic, co-workers, movements of equipment, or objects falling from above.
 - Color vision:** Judges red, green and yellow traffic lights adequately to drive on highways. Differentiates color of documents and reports.
 - Night vision:** Maintains the visual abilities listed above when working at night and in poor light and inclement weather conditions.
 - **HEARING:** Hears spoken conversation well while working in ditches and communicating with a co-worker, despite heavy background noise from traffic, construction equipment, rain or wind, and when visual signals cannot be used. Hears accurately the high-pitched back-up horns or equipment. Hears adequately to operate a two-way radio.
 - **COMMUNICATION:** Communicates clearly to be accurately understood when in ditch and speaking to a co-worker, or when up to 100 feet away from a co-worker despite heavy

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background noise from traffic, construction equipment or wind, and when visual signals cannot be used. Communicates by two-way radio.

- **STANDING:** The worker stands on the job or in the ditch, usually a minimum of 15 minutes at one time, up to 4 hours. The worker may actually be on his/her feet 4 hours at one time, but maneuvers around the work site at intervals. Total standing time is 0 percent to 100 percent of the average shift.
- **SITTING:** Worker sits on a variety of vehicle and equipment seat types up to an entire eight-hour shift.
- **WORKER MOBILITY:** Can change positions frequently, in and out of heavy equipment, holes/trenches, using ladders as needed. Uses hand tools (shovels, etc.), machinery and heavy equipment which requires bending and/or twisting and/or lifting. Often times on knees and bent over working on water materials. Must be able to operate manual transmission.
- **WALKING:** Rarely walks one to two miles at a time on uneven ground. More common maximum distance walked is 1/8 to 1/4 miles. Total walking per shift is 0-30 percent. Walking occurs in slippery conditions, in mud, on rock, on equipment, and on uneven ground.
- **LIFTING/CARRYING:** 0-10 lbs.--continuous; 11-20 lbs.--frequently; 21-50 lbs.--frequently; 51-75 lbs.--occasionally; 75-100 lbs.--occasionally. Work involves occasional use of shovel loaded with dirt, rock, concrete or asphalt. Must lift the shovel from ditch or hole. Lifts jack hammer and associated equipment (60 lbs.) from trailer and operate, includes lifting off pavement to trailer. Lifts concrete meter boxes (40 lbs.) and other water materials (up to 100 lbs.) occasionally. Uses compaction equipment (120 lbs.) that needs to be lifted out of holes and is controlled by manual directions.
- **PUSHING/PULLING:** Pushing/pulling using a rake, shoveling dirt and rock and pulling out materials and equipment from trucks. Pushing /pulling is often done while bent over in a ditch for up to two hours at a time, four times a day. Starts gasoline powered equipment with hand start.
- **REACHING/HANDLING:** While in a hole/ditch, worker occasionally works at full extent of his/her reach and leans back while using tools, often standing on one leg and in awkward positions. May be required to maneuver a power saw in a bent-over position. Grips and firmly holds hand tools and equipment for several minutes at a time, often at arms length. Threads nuts and washers on pipe fittings. Uses tools wearing gloves. Gives hand signals when directing other people. Writes information and draws diagrams. Uses jack hammers, chain saws, electrical drills, and hydraulic tamps.
- **TWISTING:** Rotates head fully to both sides to observe equipment and co-workers while maintaining body in awkward position. Some twisting is required when lifting items or handing items to fellow workers. Often works in awkward positions when in hole/ditch.
- **CLIMBING:** Climbs in and out of ditches/holes with tools and equipment. Climbs into manholes and into underground vaults. Climbs hills and walks over uneven ground while carrying equipment. Climbs in and out of truck cab, dump bed, and other heavy equipment.

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- **CRAWLING:** Not usually required.
- **ENVIRONMENTAL FACTORS:** Performs a variety of strenuous tasks outside with temperatures varying from below zero to over 100 degrees, sometimes in rainy, windy, snowy or icy conditions. Works around high-voltage wires and other underground utilities. Exposed to noise from traffic construction, heavy equipment near construction sites, jack hammers, power saws, and tamps up to six hours per day. Hearing protection is provided. Works in confined spaces, such as underground vaults requiring entry through a manhole. Works in ditches of various depths and widths. Works inside shoring when required. Exposed to chemicals (primarily through skin contact or inhaling) used to glue pipe and disinfect pipe often in the ditch. Exposed to numerous types of pollen. Bee/wasp stings, animal bites or poison oak may also occur. Exposed to some petroleum products used for maintenance of trucks and trailer.
- **PRODUCTS AND MATERIALS:** Lumber, bolts, plastic and metal pipe/fittings.
- **MACHINES/TOOLS/EQUIPMENT:** Power tools, hand tools, jack hammers, chain saws, hydraulic tamps, Articulating Boom Truck, heavy trucks, and trailers.

Revised: December 7, 2018