



TOWN OF DISCOVERY BAY

A COMMUNITY SERVICES DISTRICT

WATER TECH I

HOURLY	\$24.47 – \$29.07
APPROX. MONTHLY	\$4,453 – \$5,038
APPROX. ANNUAL	\$53,437 – \$60,459

FLSA Designation:	Non-Exempt
Established:	December 2013
Revised:	July 2023
Salary Revision:	July 2023
Classification:	200: Non-Management
Range:	210

Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are not intended to reflect all duties performed within the job.

DEPARTMENT / DIVISION Water

SUMMARY DESCRIPTION

Under supervision of assigned supervisory or management staff. Exercises no supervision of staff.

IDENTIFYING CHARACTERISTICS

Water Tech I – This is the entry-level class in the water service technician classification series. Initially under close supervision, incumbents with basic maintenance experience learn water system infrastructure, use of tools and equipment, and practices and procedures. As experience is gained, assignments become more varied and are performed with greater independence. Positions at this level usually perform most of the duties required of the positions at the II-level, but are not expected to function at the same skill level and usually exercise less independent discretion and judgment in matters related to work procedures and methods. Work is usually supervised while in progress and fits an established structure or pattern. Exceptions or changes in procedures are explained in detail as they arise. Since this class is often used as a training class, employees may have only limited or no directly related work experience.

REPRESENTATIVE DUTIES

The following duties are typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.

1. Read water meters according to an assigned schedule and route; record figures for billing purposes; compute consumption; troubleshoot issues with automatic meter reading system.

2. Perform customer service duties such as turn-ons and shut-offs and checking for leaks or dead meters; report water use violations; assist customers in resolving water volume, leak, quality, and pressure problems; take water samples.
3. Perform a variety of semi-skilled work to locate, inspect, troubleshoot, maintain, and repair meters, valves, pipes, and related appurtenances; flushes water systems and exercises valves; tests backflow devices.
4. Maintain meter boxes and lids and landscape around meter boxes; install automated meter end points, water meters, and customer valves.
5. Assist and inspect contract repair work associated with repairs of pipelines within the water system and related appurtenances.
6. Respond to customer complaints and emergency calls for service; use inspection equipment to investigate and identify causes; and assist in mitigating spills, leaks, and damage, as required.
7. Provide customers with specialized information about their water service (e.g., when consumption is unusually high, when an obstruction prevents reading of meter, and/or when service shut-offs may be required for maintenance purposes).
8. Operate and maintain specialized vehicles and a variety of light, medium, and heavy equipment and hand and power tools related to the maintenance and repair of water meters and related equipment.
9. Observe safe work methods and makes appropriate use of related safety equipment as required.
10. Maintain work areas in a clean and orderly condition, including securing equipment at the close of the workday.
11. Maintain accurate logs and records of work performed and materials and equipment used.
12. Provide needed information and demonstrations concerning how to perform certain work tasks to new employees in the same or similar class of positions.
13. Respond to after-hours emergencies and assist other maintenance crews as needed and in emergency or relief situations.
14. Attend training and safety meetings as necessary.
15. Perform other duties as assigned. This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee. Duties, responsibilities, and activities may change, or new ones may be assigned at any time with or without notice.

QUALIFICATIONS

The following generally describes the knowledge and ability required to enter the job and/or be learned within a short period of time in order to successfully perform the assigned duties.

Knowledge of:

- The operation and minor maintenance of a variety of hand and power tools, vehicles, and light to heavy power equipment.
- Basic Mathematics.
- Basic computer software related to work.
- English usage, spelling, vocabulary, grammar, punctuation, and basic arithmetic.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and District staff, in person and over the telephone.
- Safe driving principles and practices.

Ability to:

- Perform basic maintenance and repair work.
- Make accurate arithmetic calculations.
- Learn to install, test, maintain, replace, and read meters.
- Learn utility billing procedures.
- Learn to safely and effectively use and operate a variety of maintenance and repair equipment and tools.
- Learn and apply applicable federal, state, and local laws, regulatory codes, ordinances, and procedures relevant to assigned area of responsibility.
- Prepare and maintain accurate logs, records, and basic written reports of work performed.
- Give, as well as understand and follow oral and written instructions.
- Organize own work, set priorities, and meet critical time deadlines.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Establish, maintain, and foster positive and effective working relationships with employees and those contacted in the course of work.
- Use and maintain tools and equipment related to the work skillfully and safely.
- Follow District and department policies and procedures related to assigned duties.
- Exercise good judgment, flexibility, creativity, and sensitivity in response to changing situations and needs.
- Learn and apply the principles, practices, tools, and materials for installing, testing, maintaining, and replacing water meters, valves, pipes, and related appurtenances.
- Learn and apply the operational characteristics of specialized construction maintenance and repair equipment.
- Learn and apply the general principles of risk management related to the functions of the assigned area.
- Learn about the safety equipment and practices related to the work, including the handling of any possible hazardous chemicals.
- Learn traffic control procedures and traffic sign regulations.
- Learn the principles and practices used in dealing with the public.
- Learn to operate specialized construction, maintenance, and repair equipment, including driving trucks and trucks with trailers.
- Learn to set up and operate a traffic area zone, including cones, barricades, and flagging.
- Learn to troubleshoot maintenance problems and determining materials and supplies required for repair. Learn to read, interpret, and apply technical information from manuals, drawings, specifications, layouts, blueprints, and schematics.
- Provide exceptional customer service to other District staff and the public.
- Use tact, initiative, prudence and independent judgment within general policy, procedural and legal guidelines.
- Operate a motor vehicle safely and maintain a satisfactory driving record.

EDUCATION AND EXPERIENCE:

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Water Tech I - Equivalent to the completion of the twelfth (12th) grade plus one (1) year of customer service and/or construction, maintenance, and repair and equipment operation experience is desirable.

License(s):

- Must possess and maintain a valid California class C driver's license and have a satisfactory driving record.
- Possession of, or ability to obtain, a Grade I Water Distribution Operator certificate issued by the California State Water Resources Control Board (SWRCB) within one (1) year of employment in the classification. A background check will be conducted.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT

The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.

Employees essential duties require to be able to work in variable indoor and outdoor conditions; confined spaces; safely drive to various locations throughout the Town and County; tolerate exposure to outdoor elements in all weather conditions (e.g. heat, cold, and rain) throughout the year. Be able to tolerate some exposure to noise, moving objects, traffic, engine exhaust, dust, mechanical and electrical hazards, and odorous environments; grasp and perform repetitive hand movements and fine coordination to prepare documents and data using a computer keyboard and mouse/trackball, laptop, and/or tablet; sit for prolonged periods of time; walk, stand, crouch, reach, twist, turn, kneel, bend, squat, stoop, climb, safely lift and move equipment and heavy materials.

Environment:

- Employees work in the field and are exposed to:
 - loud noise levels,
 - cold and hot temperatures,
 - inclement weather conditions,
 - exposure to hazardous traffic conditions and
 - rough terrain, vibration,
 - confining workspace,
 - mechanical and/or electrical hazards, and
 - chemicals, hazardous physical substances and fumes.
- The employee interfaces with staff, management, and the public in providing customer service, explaining Town policies and procedures, and requesting and providing information.
- May be required to work various shifts or emergencies on evenings, weekends, and holidays.

Physical:

- Primary functions require sufficient physical ability and mobility to:
 - walk, stand, and sit for prolonged periods of time;
 - to frequently stoop, bend, kneel, crouch, crawl, climb, reach, twist, grasp, and
 - make repetitive hand movement in the performance of daily duties;
 - to climb unusual heights on ladders;
 - to lift, carry, push, and/or pull 50 pounds or heavier amounts of weight;
 - to operate assigned equipment and vehicles;
 - and to verbally communicate to exchange information.

Vision: See in the normal visual range with or without correction.

Hearing: Hear in the normal audio range with or without correction.

Employees in this class are subject to drug and alcohol testing under the provisions of the Town's Drug and Alcohol Testing Policy.

In accordance with Public Resources Code 5163, employees must also be free of communicable tuberculosis and as such shall be required to undergo examinations at least once every four years. In addition, all new employees must get tested for tuberculosis when hired, unless the person produces a certificate showing that within the last two years the person has been examined and has been found to be free of communicable tuberculosis and will undergo examination(s) every four years thereafter as a condition of continued employment.

Applicants selected must pass a physical exam, which includes drug screening and TB testing, fingerprint background check, and DMV background check, as applicable.

Note: All employees of the Town of Discovery Bay Community Services District are designated by state law to be "Disaster Service Workers." In the event of a declared emergency or any undeclared emergency or natural disaster that threatens the life, health and/or safety of the public, employees may be assigned to assist rescue and relief workers. Such assignments may be in locations, during hours and performing work significantly different from the employees' normal work assignments and may continue through the recovery phase of the emergency.