

## CITY OF COVINA

### WATER QUALITY TECHNICIAN

*Class specifications are only intended to present a descriptive summary of the range of duties and responsibilities associated with specified positions. Therefore, specifications **may not include all** duties performed by individuals within a classification. In addition, specifications are intended to outline the **minimum** qualifications necessary for entry into the class and do not necessarily convey the qualifications of incumbents within the position.*

#### **DEFINITION:**

Under direction, turns on and shuts off water services; investigates and adjusts water service and/or water quality complaints; leads and participates in the replacement, maintenance and servicing work involved in the City's water meter services including cleaning, monitoring and change outs of municipal water meters; assumes responsibility for the more difficult and complex tasks; conducts field inspections of new and existing water service connections for compliance with City, State and Federal rules and regulations regarding water distribution system contamination and cross connection control; assists with system maintenance and repair tasks as needed; and performs other related duties as required.

#### **DISTINGUISHING CHARACTERISTICS:**

The **Water Consumer Representative** is a journey level worker class in water meter services responsible for performing all related work tasks, with specialized backflow training and. This class is distinguished from the lower level class of Water Worker by its overall responsibility for providing water quality inspections and the assignment of the most difficult and complex water meter customer service tasks.

#### **SUPERVISION RECEIVED/EXERCISED:**

Receives direction from the Water Crew Leader.

#### **ESSENTIAL FUNCTIONS:** *(include but are not limited to the following)*

- Performs the work of staff responsible for water system meter repair, installation, change out and maintenance; assists in the training of lower level personnel in the meter services; ensures adherence to safe work methods, procedures and practices; makes recommendations to higher-level staff..
- Performs on-site inspection and testing of backflow prevention assemblies on various potable and non-potable services connected to the public water supply, and inspects new water service connections to determine if backflow protection is provided or if cross connections exists.
- Receives work orders, turns on or shuts off water services; receives orders to turn off services for consumer's delinquencies in payments and turns off services and reports as appropriate; reads meters of services being started or stopped to open or close accounts.
- Investigates customer complaints on water bills, leaks, or other difficulties and makes field adjustments if possible, and/or reports the need for replacement or repairs; responds to call outs and customer complaints; provides information as is appropriate and resolves service complaints; distributes water utility information to customers and answers inquiries regarding services.

- Removes and replaces meters; flushes fire hydrants; arranges for meter tests; assists in making emergency repairs to the water system; may perform related water system maintenance work; assists subdivision contractors with water meter installation problems.
- Establishes positive working relationships with representatives of community organizations, state/local agencies, City management and staff, and the public.

**PHYSICAL, MENTAL AND ENVIRONMENTAL WORKING CONDITIONS:**

Position requires sitting, standing, walking on level and slippery surfaces, reaching, twisting, turning, kneeling, bending, stooping, squatting, crouching, grasping and making repetitive hand movement in the performance of daily duties. The position also requires near vision when inspecting work and operating assigned equipment. The need to lift, carry and push tools, equipment, supplies and lift meters or portions of meters weighing up to 50 pounds. Additionally, the incumbent in this outdoor position works in all weather conditions including wet, hot and cold. The incumbent may use cleaning and lubricating chemicals which may expose the employee to fumes, dust and air contaminants. The nature of the work also requires the incumbent to climb ladders, work in confined spaces, use power and noise producing tools and equipment, drive motorized vehicles, work in heavy vehicle traffic conditions and often work with constant interruptions. The incumbent may be required to respond to after-hours emergency call-outs.

Some of these requirements may be accommodated for otherwise qualified individuals requiring and requesting such accommodations.

**QUALIFICATIONS:** *(The following are minimal qualifications necessary for entry into the classification.)*

**Education and/or Experience:**

Any combination of education and experience that has provided the knowledge, skills and abilities necessary for a **Water Consumer Representative**. A typical way of obtaining the required qualifications is to possess a high school diploma, or its equivalent, and one year of experience in meter reading, or water meter replacement and repair work.

**License/Certificate:**

Possession of, or ability to obtain, a valid class C California driver's license. Possession of a Grade I State of California Water Distribution Certification as required by the State of California. Must obtain a backflow device certification within 6 months of obtaining position, and prior to being eligible for Water Quality Inspector assignment pay.

**KNOWLEDGE/ABILITIES/SKILLS:** *(The following are a representative sample of the KAS's necessary to perform essential duties of the position.)*

**Knowledge of:**

Water system service installation; water meters and system billing procedures; water meter construction and operation; city government and public relations; methods, techniques, tools, and materials used in the repair, installation, testing, cleaning, and maintenance of meter mechanisms,

small motors, and related equipment; occupational hazards and standard safety precautions necessary in the work place; principles and methods of plumbing and hydraulics as related to the water meter operations; City geography and the municipal street system; principles and practices of supervision, and training.

**Ability to:**

Read, calculate and record figures accurately; establish and maintain effective working relationships with the public; read and interpret technical instruments and calibration equipment; provide excellent customer service and resolve public concerns and complaints; keep records and prepare reports; work effectively with the public, staff, and work crews; work under emergency conditions; lead and train lower level staff as assigned.

**Skill to:**

Operate and maintain a variety of types of equipment, tools and machinery used on assigned work projects.