



Chief Water Systems Operator - Distribution and Meter Services

Department/Division:	Operations/Distribution
Reports To:	Director of Operations
Provides Direction To:	Distribution and Meter Services Divisions
FLSA Exemption Status:	Exempt
Effective Date:	12/19/2024

GENERAL PURPOSE

Under general direction, to supervise the distribution and the meter services crews in the daily operations of the District's construction and maintenance activities; oversee the installation or repair of pipelines, services, fire hydrants, valves and meters, as well as underground service alert (USA); perform routine valve and hydrant maintenance; and to supervise, train and evaluate assigned personnel. Assists in developing and operating on-going programs in water distribution, evaluation and optimization; and performs the more technical and complex tasks relative to assigned area of responsibility

DISTINGUISHING CHARACTERISTICS

This is the supervisory level for the Water Distribution Operator and Meter Services Operator classification series. Incumbents are responsible for supervising, directing, and performing the full scope of water distribution, maintenance and meter services work, including performing the most complex duties related to the assigned functional areas. The Water Distribution and Meter Services Supervisor is distinguished from the Lead Water Distribution Operator and Lead Meter Services Operator in that the Water Distribution and Meter Services Supervisor performs the full scope of supervisory work for assigned staff, while the Lead Water Distribution Operator and Lead Meter Services Operator provide lead direction.

ESSENTIAL FUNCTIONS

The duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the class.

- Supervises, schedules and participates in the performance of a full range of meter and water system duties, including installation, repair and maintenance of water mains, pipelines, services, meters, hydrants, valves, pumps, reservoirs and some building maintenance; assigns employees to specific tasks.
- Responsible for Automated Meter Reading (AMR) and Advanced Metering Infrastructure (AMI) meter replacement program, AMR/AMI system repairs, meter service line repairs, and related activities.
- Ensures all water meters are in proper working order; oversees annual large meter testing program.

- Ensures that all valves and hydrants are in proper working order; performs tests, as needed; schedules and assigns daily service/repair work; performs inspections of the installation of water facilities in new construction and rehabilitation projects to ensure conformance to District standards.
- Maintains records concerning operations and programs; prepares reports on operations and activities; performs the more technical and complex tasks of the work units, including identifying, planning, organizing and scheduling the daily and long-term activities.
- Assists in purchasing of new stock.
- Procures bids on maintenance projects.
- Writes and conducts formal performance appraisals; participates in a variety of personnel actions including hiring, counseling, training, promotion, discipline, and termination.
- Responds to leaks, ensuring that Underground Service Alert (USA) marks are accurate and include information needed to excavate and make repairs; manages the USA program.
- Manages shutdown process and notifications, as needed.
- Inspects, operates, and maintains a variety of equipment; makes operating adjustments as needed
- Leads and participates in the work of operators engaged in the preventative maintenance and repair of water system infrastructure, plants and related equipment.
- Manages repairs to District facilities, including coordination of contractors and contracts as needed.
- Schedules equipment maintenance and oversees on-site contractors' performance.
- Inspects, operates, and maintains a variety of equipment; makes operating adjustments as needed.
- Performs a variety of construction and maintenance of all equipment for the District.
- Accounts for, orders, maintains and/or discards materials and equipment as required, including ordering applicable parts, inventory, managing backfill materials, ensuring appropriate disposition of excavated materials.
- Assists in the review of plans, distribution maps, specifications, and regulatory requirements.
- Coordinates required testing, inspections, and related activities to ensure compliance with established requirements.
- Performs a variety of skilled and semi-skilled water system repairs.
- Attends and participates in professional group meetings; stays abreast of new trends and innovations in water treatment, water distribution and meter services; directs the incorporation of new developments into program areas, as appropriate.
- Responds to and resolves difficult and sensitive citizen inquiries and complaints.
- Responds to and resolves difficult and sensitive citizen inquiries and complaints.
- Assists and participates in the development and administration of assigned

components of the annual budget.

- Reads, understands, and ensures compliance with the West Valley Water District Safety Manual; attends safety meetings, as required; reports all accidents, violations, or infractions to supervisor.
- Maintain and implement a preventative maintenance program; repair and service machinery and equipment.
- Evaluate job sites and determine personnel, equipment and material needs; requisitions needed materials and supplies; communicates with appropriate personnel regarding field conditions while work is in progress.
- Regular attendance at the work site.
- Performs other related duties and responsibilities as assigned.

QUALIFICATIONS GUIDELINES

Knowledge of:

- Practices and procedures related to the water treatment and distribution equipment and processes.
- Principles, practices, procedures and methods of installation, repair and maintenance of water mains, pipelines, services, meters, hydrants, valves, pumps, reservoirs and building maintenance.
- Operational characteristics of mechanical equipment and tools used in the work, including new technology solutions.
- Proper operation of meter reading equipment, including vehicle AMR units and hand-held computers. District service area and locations of water facilities and equipment.
- District water distribution systems.
- Relevant local, state and federal laws, regulations and guidelines.
- Principles and practices of effective leadership and employee supervision, including training and performance evaluation.
- Safety methods and regulations pertaining to all facets of utility work.
- Water distribution and treatment procedures, equipment, materials, and tools
- Services and activities of a municipal water services utility customer service program, including utility billing and new account development and utility field service practices.
- The California Code of Regulations, Title 22.
- Traffic control set up procedures and requirements.
- Underground Service Alert (USA) processes and procedures.
- Automatic control valves, system analyzers, and their maintenance.
- Basic practices and procedures used in budgeting, record-keeping, procurement, store-keeping, and related administrative tasks.
- Principles of customer relations and conflict resolution techniques.
- Business English, spelling and arithmetic.
- Modern office procedures, methods and equipment, including computers, software, and office automation related to utility and field services.

- California Commercial Driver's Class A inspections, reporting, repairs, and procedures, including the BIT program. Policies and procedures of the District.
- Safe work practices.

Ability to:

- Supervise, assign, inspect and evaluate the work of others.
- Make independent technical decisions to maintain proper distribution and meter services processes.
- Diagnose complex operating problems and take effective courses of action.
- Communicate effectively, both verbally and in written formats.
- Motivate and evaluate staff and provide for their training and development
- Develop and implement work standards.
- Prepare and concise records, reports and other written materials.
- Exercise independent judgment and initiative within established guidelines.
- Positively and constructively interact with employees and others encountered in the course of the work.
- Establish and prioritize action items and multitask effectively.
- Use creative thought to problem solve including the use of new and innovative technologies and techniques.
- Participate in groups and committees that affect District operations, policies and procedures.
- Use Microsoft Outlook including accessing forms within public folders, send and receive email and use the calendar and scheduling functions effectively.
- Properly and safely operate a variety of light-, medium- and heavy-duty construction equipment.
- Perform all related tasks with advanced journey-level skill.
- Inspect, operate, diagnose problems, and perform preventive maintenance and repair work including on Water Filtration Treatment Plant and equipment.
- Compile, evaluate, and analyze operational data and perform appropriate actions.
- Independently perform the most complex, skilled, and responsible aspects of water distribution, maintenance and meter services work.
- Determine work methods and materials for assigned jobs.
- Make mathematical calculations accurately.
- Maintain accurate statistical records.
- Read and interpret a variety of As Build drawings, maps, blueprints, ArcGIS results, charts and gauges.
- Perform skilled responsible water system maintenance and meter services duties at an advanced journey level.
- Perform heavy physical labor.
- Operate a vehicle observing legal and defensive driving practices.
- Work under emergency conditions, day or night, and be willing to work when called any time during a 24-hour period.

Minimum Qualifications

Any combination of education, training, and experience that would likely provide the knowledge, skills, and abilities to successfully perform in the position is qualifying. A typical combination includes:

Education: A high school diploma or satisfactory equivalent, Possession of an Associate's Degree in a related field is desirable.

And

Experience: A minimum of five (5) years of progressively responsible experience in water distribution system operations, maintenance and repair and/or the installation, maintenance, diagnosis, repair, replacement and reading of water meters and related equipment with a public agency water system, equivalent to a Water Distribution Operator which included at least two (2) years of lead and supervisory responsibility. Previous experience welding and operating all District equipment is desirable.

Licenses, Certificates; Special Requirements:

Must possess an appropriate valid, Class "A" Driver's License issued by the California State Department of Motor Vehicles, and a good driving record.

Possession of a valid, Grade 2 Water Treatment Operator's Certificate, issued by the State Water Resources Control Board – Division of Drinking Water.

Possession of a valid, Grade 5 Water Distribution Operator's Certificate, issued by the State Water Resources Control Board – Division of Drinking Water.

PHYSICAL AND MENTAL DEMANDS

The physical and mental demands described here are representative of those that must be met by employees to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this classification, an incumbent is regularly required to stand; use hands and fingers to handle, or feel; talk and hear. The incumbent is frequently required to walk and to reach with hands and arms. The employee is frequently required to sit, climb or balance and stoop, kneel, crouch or crawl. The incumbent must regularly lift and/or move up to ten (10) pounds, frequently lift and/or move up to fifty (50) pounds, and occasionally lift and/or move up to one-hundred (100) pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus. Work involves exposure to potential harm, infectious disease and hazardous chemicals including smoke, fumes, gas, treated water, high frequency noise, dirt, dust, grease, oil, chemicals, solvents and toxic agents.

Incumbents need to be able to tolerate unpleasant odors, wet conditions and uncomfortable climate conditions.

THIS POSITION MAY BE ELIMINATED, OR THE DUTIES, QUALIFICATIONS AND TRAINING REQUIRED CHANGED BY THE BOARD OF DIRECTORS AND/OR THE GENERAL MANAGER, WHEN IN THEIR JUDGEMENT, IT IS CONSIDERED NECESSARY AND PROPER FOR THE EFFICIENT OPERATION OF THE DISTRICT.