



Cross-Connection Technician

Department/Division:	Operations/Water Quality
Reports To:	Water Quality Supervisor
Provides Direction To:	None
FLSA Exemption Status:	Non-Exempt
Effective Date:	12/19/2024

GENERAL PURPOSE

Under general supervision, to coordinate the District's cross connection control program to ensure compliance with state and local regulations; to inspect and monitor hydrants and/or commercial/residential fire systems; to coordinate hydrant water sales and commercial water meters; to assist with field operations, backflow device repairs and water sampling; and to perform related duties as required.

DISTINGUISHING CHARACTERISTICS

The Cross-Connection Technician performs detailed and highly responsible work in administering and coordinating the activities of the Cross-Connection Program. Assignments require close coordination with engineers, developers, contractors, property owners and District personnel in ensuring compliance with regulatory requirements. The incumbent is responsible for monitoring, tracking, coordinating, and inspecting new and existing projects. The work requires a thorough knowledge of Cross-Connection backflow rules, regulations, policies, and procedures and the use of initiative and judgment carried out with a high degree of accuracy. The Cross-Connection Technician is distinguished from the Cross-Connection Specialist in that the Cross-Connection Technician does not exercise the same level of responsibility for contractor oversight and is not responsible for performing the same level of database management duties.

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.

- Develops and coordinates the District's Cross-Connection control program; coordinates with certified backflow testers to ensure up-to-date certifications; coordinates shutdowns with testers as needed.
- Generates customer test notifications; enters test and inspection results into the District's computer database; cross checks database customer information with District's billing information.
- Maintains detailed files and records; manages documents, as assigned.

- Coordinates and participates in the inspection, testing and installation of backflow prevention devices according to District standards and/or requirements.
- Performs on-site cross connection customer inspection surveys to determine proper backflow assembly requirements.
- Monitors District fire hydrants and/or commercial/residential fire systems for unauthorized connections and illegal use.
- Assists in coordinating hydrant meters for construction including permitting; hydrant meter delivery and relocating; meter reading, repair and testing; checking for proper registration; and ordering of parts; calibrates and tests hydrant meters.
- Monitors commercial accounts for unauthorized consumption; issues fines and violations for violations of District regulations, unauthorized consumption, illegal connections, no meter and other non-compliance issues.
- Responds to water quality complaints, assists in field operations and water sampling, as required.
- Investigates complaints regarding backflow installations, backflow events, and theft, and enforces compliance with relevant ordinances and regulations.
- Maintains assigned District vehicle including servicing and periodic safety checks.
- Performs maintenance and repairs for a variety of District equipment and facilities, including electrical, plumbing, mechanical, and painting as required.
- Serves “on call” on a rotating basis and remains subject to overtime with fellow field workers.
- District employees are expected to work overtime, weekends, evenings, and holidays as required to accommodate the District’s needs and respond as a Disaster Emergency Service Worker.
- Participates in District safety meetings.
- Maintain prompt and regular attendance.
- Performs other related duties, as assigned.

QUALIFICATIONS GUIDELINES

Knowledge of:

- Operations, services, and activities of a cross-connection control program including characteristics of water systems, and cross-connection/plumbing related devices.
- Principles and practices of backflow prevention programs.
- Cross-Connection devices, applications, inspection, and regulations.
- District policies, procedures and specifications.
- Pertinent federal, state and local laws, codes, regulations and ordinances affecting District operations.
- California Code of Regulations Title 22 and 17 as it relates to Cross-Connection Control and Prevention.
- Customer service and customer relations practices and principles.
- Record keeping and report writing practices.
- Principles of business letter writing and basic report preparation.
- Modern office procedures, methods and equipment including computers.
- Safe work practices.

Ability to:

- Coordinate an effective Cross-Connection Control program.
- Interpret, apply and explain District policies and procedures related to Cross Connection, Backflow, Hydrant and Commercial Meters and Billing activities.
- Keep accurate records and prepare clear and concise records, required reports, correspondence and other written materials.
- Read and interpret plumbing blueprints, irrigation plans drawings, specifications and technical manuals.
- Establish and maintain cooperative working relationships with others; deal tactfully and courteously with the public.
- Communicate clearly and concisely, both orally and in writing.
- Understand and carry out oral and written instructions.
- Operate standard office equipment, personal computers, Internet, and Microsoft Office software products.
- Perform heavy manual tasks under varied weather conditions.
- Work overtime as required.
- Operate a vehicle observing legal and defensive driving practices.
- Observe proper safety precautions.

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: High School diploma or equivalent.

And

Experience: Two (2) years of progressively responsible cross-connection control program administrative experience.

Licenses, Certificates; Special Requirements:

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

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

Possession of a Backflow Tester Certificate, issued by the American Water Works Association.

Possession of a Device Tester Certificate, issued by the Counties of San Bernardino and Riverside County Department of Environmental Health Services

Possession of Cross Connection Specialist Certificate from American Water Works Association.

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 sit and stand; use hands and fingers to handle, or feel; and talk and hear. The employee is frequently required to walk and to reach with hands and arms. The employee is occasionally required to climb or balance and stoop, kneel, crouch or crawl. The employee 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 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.

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.