

STAFF REPORT

To: Coastside County Water District Board of Directors

From: Mary Rogren, Assistant General Manager

Agenda: August 14, 2018

Report

Date: August 10, 2018

Subject: Approval of New Job Classifications 1) "Senior Distribution Operator"; 2) "Treatment/Distribution Operator (Assigned to Distribution); 3) "Treatment/Distribution Operator (Assigned to Treatment)

Recommendation:

Approve three new job classifications

Senior Distribution Operator

Treatment/Distribution Operator (Assigned to Distribution)

Treatment/Distribution Operator (Assigned to Treatment)

Background:

Senior Distribution Operator Job Classification (Exhibit A): Similar to the Senior Treatment Operator role, staff would like to designate a distribution field position as a "Senior" position. This position will serve in a lead role with the distribution crew and will work closely with the Distribution Supervisor in prioritizing maintenance and repair work; ordering parts; and implementing a preventative and corrective maintenance program. The new classification fits into the District's succession planning, allowing current employees to develop and grow into managerial roles.

No new positions are planned with the addition of this job classification. Rather, the District will recruit internally, and will change an existing Treatment/Distribution Operator position to Senior Distribution Operator.

Salary range for this position will be \$84,815 to \$103,358, approximately 20% above the salary range for Treatment/Distribution Operator (Assigned to Distribution).

Fiscal Impact: \$22,000 annually, including benefits

Treatment Distribution Operator Job Classification: Operators who primarily work in the treatment plant are held to a higher level of accountability (given the responsibility of producing safe drinking water) than the operators focusing on the distribution aspects of the position.

Staff would like to recognize the difference in responsibilities by providing a salary differential to the two Treatment/Distribution Operators who are assigned to treatment. This differential is consistent with differentials found in other water agencies between treatment and distribution positions.

We recommend that the Board approve two new classifications reflecting minor revisions to designate assigned treatment versus distribution roles:

Treatment/Distribution Operator (Assigned to Treatment (Exhibit B))

Treatment/Distribution Operator (Assigned to Distribution (Exhibit C))

A differential of 12.5% would be added to the base salary rate of the Treatment/Distribution Operators (Assigned to Treatment.)

Treatment/Distribution Operators (Assigned to Distribution) are also required to work 7 weeks per year in Treatment. A differential of 1.7% would be added to the base salary rate of the Treatment/Distribution Operators (Assigned to Distribution) to recognize the proportion of time spent on treatment responsibilities.

Current employees would be placed in the new classifications based on their assignments.

Fiscal impact: \$35,000 annually, including benefits

**COASTSIDE COUNTY WATER DISTRICT
CLASS SPECIFICATION
SENIOR DISTRIBUTION OPERATOR**

DEFINITION

Under general supervision, provides lead direction and work instruction to assigned crew/s, troubleshoots and prioritizes maintenance and repair work; performs the full range of work in support of District distribution facilities installation, inspection, corrective and preventative maintenance and repair activities; ensures safety policies and procedures are adhered to; performs difficult and complex operations and maintenance functions for the District's water distribution system facilities; provides training and assistance to other Distribution operators; performs other duties as required.

DISTINGUISHING CHARACTERISTICS

This is a single-position skilled, journey-level classification with day-to-day responsibility for the operation and maintenance of the potable water distribution facilities and associated equipment. The work involves preventative and corrective maintenance program implementation and assistance with ensuring that the District meets all regulatory agency requirements. Acts as crew leader on a day to day basis and provides training and direction to other operations staff. This class is distinguished from the Distribution Supervisor in that the latter is the full supervisory level in the class series, with responsibility for the day-to-day maintenance and repair activities.

TYPICAL TASKS

Duties may include, but are not limited to:

- Installs service connections and repairs water leaks; coordinates installation site with contractors to ensure best site is chosen; marks USA locates to ensure safe installation;
- Informs customer(s) that water will be turned off and on; places barricades, side and cones around work site to protect the work crew and public; directs traffic at installation site.
- Reads and interprets water distribution system maps.
- Operates a variety of power tools and mobile equipment such as compressor, various saws, jackhammer, and whacker and valve exerciser.
- Installs water mains, pipes, meters, and hydrants; repairs leaks by installing new copper, repair couplings, full circle clamps, angle stops and pieces pipe as needed.
- Repairs and replaces concrete and asphalt surfaces; completes service/installation reports. When assigned, serves as a crew leader on a task or assignment, such as a water main/service installation, and performs the more difficult work such as backhoe operation.
- Oversees advanced metering infrastructure, including troubleshooting issues with meters and MTUs; interfacing with customers on high reads and other issues as needed.

**COASTSIDE COUNTY WATER DISTRICT
CLASS SPECIFICATION
SENIOR DISTRIBUTION OPERATOR**

- Performs weekend and holiday treatment plant and pump station monitoring, inspection and operating duties on a regular, rotational basis on weekends and holidays. Such duties include recording and interpreting data from flow meters; calculates dosages and meters chemicals to be injected into the process, insures chemical pumps and lines are working correctly, enter actions into plant log book.
- Performs a variety of repair and maintenance tasks; repairs and maintains meters and meter boxes, tanks and hydrants; maintains grounds
- Completes various routine inspection and monitoring tasks; inspects wells and storage tanks; takes water samples; finding and/or checking for proper backflow device installation.
- Completes or prepares service, meter and well reports.
- Performs preventive maintenance on the Distribution system and at pump stations, tanks, water treatment facilities and District headquarters; inspects, maintains and repairs a variety of stationary and mobile equipment; maintains effective work procedures and effectively resolves on-the-job problems as they occur; and maintains an adequate inventory of supplies and materials; arranges for repair or replacement of equipment that cannot be repaired by District staff.
- Records and interprets data from flow meters, pressure gauges, strip chart recorders, data loggers, SCADA screens and reports, prepares daily and periodic reports. Responds to alarms and calls relating to treatment plant and pump station operations.
- Oversees and participates in periodic maintenance and cleaning of tanks, pump station buildings and grounds.
- Responds to customer complaints and/or questions regarding water quality.
- Oversees chlorine boosting dosage after the water has left the treatment plants. Inspects the work of outside vendors and contractors, maintains parts inventory and the ordering of needed parts, equipment and chemicals.
- Provides guidance and training to Distribution Operators. Updates SOP's and Operation and Maintenance Manuals.
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- Plans and oversees the work of other Distribution operators and acts as crew leader on a day to day basis; acts for the Distribution Supervisor on a relief basis.

EMPLOYMENT STANDARDS

Minimum Qualifications:

A combination of experience and education sufficient to obtain the required license(s) specified below.

Knowledge of:

- Principles, methods, materials, equipment, and tools used to operate, maintain, monitor and repair water distribution and water treatment infrastructure and related pump stations and equipment
- Laws and regulations related to the treatment and transmission of safe drinking water
- Safety practices required in water distribution/treatment operations

Senior Distribution Operator

Effective:

Page 2 of 4

**COASTSIDE COUNTY WATER DISTRICT
CLASS SPECIFICATION
SENIOR DISTRIBUTION OPERATOR**

- Regulations related to confined space entry requirements
- Applicable laws, codes and regulations.
- Spreadsheet and word processing software and computer applications related to the work.
- Basic supervisory principles and practices, including training staff in work procedures.
- Techniques for providing a high level of customer service to the public, District staff , outside agencies and contractors in person and over the telephone.

Ability to:

- Exercise good judgment, keep calm and make appropriate decisions in response to emergency situations while under pressure.
- Read, understand, interpret and apply regulations related to water treatment standards.
- Read and understand maps, manuals and specifications
- Maintain distribution system and treatment plants in accordance with California State Water Resources Control Board, Division of Drinking Water (DDW) operating permit requirements.
- Ability to edit and update Operations and Maintenance manuals and to recommend changes..
- Collect water samples; perform laboratory analysis and mathematical calculations.
- Calculate dosages and meter chemicals to be injected.
- Maintain and repair a variety of stationary and mobile equipment, such as valve exerciser, whacker, saws, air compressors, chemical injectors, valves, metersgenerators, pumps, and motors.
- Operate a computer to input access and analyze data.
- Maintain accurate records and prepare reports and correspondence.
- Establish effective working relationships.
- Estimate materials and equipment needs.
- Lift items up to 50 pounds.
- Distinguish colors, such as color-coded wires or a chemical test.
- Hear and distinguish sounds, such as the voice of others in noisy environments or the sound of operating equipment.
- Perform tasks requiring strength, such as moving equipment and parts, climbing ladders, and moving motors.
- Perform tasks requiring manual dexterity, such as calibrating equipment, assembling tools and equipment.

Ability to identify various types of backflow devices. May act as the District's Cross Connection Specialist, when Superintendent is absent.

Required Licenses:

- Possession of a valid Grade 3 Water Distribution Certificate issued by the State of California Water Resources Control Board within 24 months.
- Possession of a valid Grade 2 Water Treatment Certificate issued by the State of California within 24 months.
- Possession of a valid Class C and B California driver's license, with air brake endorsement within 12 months of employment.

COASTSIDE COUNTY WATER DISTRICT
CLASS SPECIFICATION
SENIOR DISTRIBUTION OPERATOR

Special Working Conditions. Exposure to: variable temperature and weather conditions; confined work spaces, such as being lowered into and performing work in access holes; heights, such as on ladders and storage tanks; high levels of noise; electrical hazards; dust; the possibility of experiencing burns, bodily injury and contact with toxic substances or chemical irritants; working alone in isolated areas. Availability to work irregular hours or work schedules, including weekends and holidays, as well as respond to twenty-four hour alarm or emergency calls. Participates in the on-call rotation.

This job specification should not be construed to imply that these requirements are the exclusive standards of the position. Each incumbent does not necessarily perform all duties.

Former title – Senior Treatment/Distribution Operator

COASTSIDE COUNTY WATER DISTRICT
CLASS SPECIFICATION
TREATMENT/DISTRIBUTION OPERATOR
(ASSIGNED TO TREATMENT)

DEFINITION

Under general supervision, performs the same duties as employees in the class of Maintenance Worker and, in addition, performs treatment plant and pump station operator duties on a regular, rotational basis, and as assigned, acts as a crew leader for water installation and distribution tasks; performs a variety of facility maintenance activities; and does other work as required.

DISTINGUISHING CHARACTERISTICS

This class is distinguished from Maintenance Worker in that a position in this class ~~primarily~~~~also~~ performs treatment plant operator duties on a regular, ~~rotational~~ basis. In addition, when assigned, an incumbent serves as the crew leader on an assigned project such as a water installation, and participates in the same tasks as Maintenance Workers. There are no on-going supervisory duties.

EXAMPLES OF DUTIES

Duties may include, but are not limited to:

- Installs service connections and repairs water leaks; coordinates installation site with contractors to ensure best site is chosen; marks other utility lines (e.g., gas, electrical, sewer) to ensure safe installation; informs customer(s) that water is being turned off and on; places barricades, side and cones around work site to protect the work crew and public; directs traffic at installation site; reads water distribution system map regarding pipes sizes and the like; cuts asphalt and cement with cement saw; digs trench using hand and powers tools and equipment such as a backhoe; assists backhoe operator in pin-pointing other utilities in the ground and locating water lines; operates pneumatic “mole” for underground trenching; operates a variety of power tools such as compressor, jackhammer, and whacker; drives dump truck to remove excavated soil and to pick up backfill; installs water mains, pipes, meters, hydrants and hydrant heads; repairs leaks by installing new copper, repair coupling, full circles, angle stops and pieces of main line pipe as needed; repairs and replaces concrete and asphalt surfaces; completes service/installation reports. When assigned, serves as a crew leader on a task or assignment, such as a water installation, and performs the more difficult work such as backhoe operation.
- Reads and records amount of water consumption from water meters using a computer; searches computer data base to identify unread meters; inputs notes and problems concerning meters into handheld computer; reports unusual water usage and water loss; determines whether there is a leak and if the leak is the District’s responsibility; identifies causes of high usage and works with customers to reduce usage; gives customers dye-tabs in order to identify leaks; refers customers to low-flow rebate program; cleans, changes, and installs risers on meters; uses hand and power tools to trim around meter

boxes, fire hydrants and the like; delivers “late bill notices” to customers.

- Performs weekend and holiday treatment plant and pump station monitoring, inspection and operating duties on a regular, rotational basis on weekends and holidays and in the absence of the Lead Treatment Plant Operator. Such duties include recording and interpreting data from flow meters, strip chart recorders, data loggers and the like; calculates dosages and meters chemicals to be injected into the process, insures chemical pumps and lines are working correctly, conducts analytical tests to document and check chemical dosages, adjusts dosages to optimize efficiency, enters data into the computer for reporting purposes, enter actions into plant log book.
- Performs a variety of repair and maintenance tasks; repairs and maintains meters and meter boxes, tanks and hydrants; maintains grounds by pruning, planting, weeding, watering and replacing fences and gates; cleans and performs routine maintenance on automotive and field equipment; cleans and paints buildings, storage tanks and plant facilities; drains water and sludge tanks and uses high pressure water sprayer to clean filters and tanks; transports materials to pump stations and treatment plants; assists in performing preventive maintenance and repair work on pumping and treatment station equipment such as cleaning pumps, adjusting and replacing packing, greasing pumps, and assisting in pump and motor overhauls.
- Completes various routine inspection and monitoring tasks; inspects wells and storage tanks; takes water samples; finding and/or checking for backflow devices; data entry into excel and word software programs, records well levels, tank pressure and other readings; flushes and disinfects unused wells; exercises valves to ensure proper functioning; inspects pumps to ensure proper drawing of water; bleeds stagnant water from main lines.
- Completes or prepares service reports, meter reports, well reports and the like; picks up and delivers mail, agenda packets and notices; provides and receives information from other staff; answers inquiries from the public; attends training, conferences and meetings; responds to emergency and after-hour calls as needed.
- Prepares well, meter and service reports. Attends staff meeting, training and other meetings. Responds to public inquiries in person and by telephone.

MINIMUM QUALIFICATIONS

Any combination of experience and education that would provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities is:

Education and experience required to obtain the licenses specified below.

Knowledge of:

- Methods, equipment and materials used in water distribution and treatment operations.
- The capabilities, operation and maintenance of water treatment and pump station systems and facilities.
- Occupational hazards and safety practices and principles related to District water distribution and treatment operations.
- Correct water quality sampling protocol.
- Basic mathematics involved with water treatment and distribution.
- Rudimentary knowledge of cross connections and backflow devices.

Ability to:

- Exercise good judgment, keep calm and make appropriate decisions in emergency situations and under pressure.
- Apply laws and regulations to safe drinking water.
- Understand and follow oral and written instructions.
- Read and understand manuals, material data sheets, maps and the like.
- Perform mathematical calculations concerning water treatment dosages, volumes, and water flow
- Interact effectively with the public and other employees.
- Work cooperatively with others as part of a crew.
- Perform a variety of semi-skilled and skilled tasks in the maintenance of water transmission lines, equipment and facilities.
- Safely and effectively operate a variety of power equipment and tools used in water operations, including: cement saws, jackhammers, tampers, pneumatic “mole,” generators, chainsaws, dump truck, and backhoe.
- Safely and effectively operate pickup trucks and utility trucks.
- Operate computers, read meters, read gauges and make simple chemical tests.
- Ability to identify various types of backflow devices.

Physical Requirements:

- Lift and carry items weighing up to 80 pounds, such as a sack of cement.
- Perform tasks requiring strength, such as shoveling, lifting equipment onto trucks, and climbing over rough terrain.
- Perform tasks requiring manual dexterity, such as calibrating equipment, assembling tools and equipment, and pouring chemicals.
- Work in low light conditions, such as in access holes or tunnels or in trenches at night.
- Distinguish colors, such as those in color-coded wiring, chemical test guides and types of soil/backfill around different underground utilities.
- Hear and distinguish sounds, such as the voice of workers in noisy environments and the sounds of operating equipment.

License Requirements:

- Possession of a valid Class C California State operator's license, provided that employees must obtain a valid Class B license within six months of employment as a maintenance worker.
- Possession of a valid Grade 2 Water Treatment Certificate issued by the State of California.
- Possession of a valid Grade 2 Water Distribution Certificate issued by the State of California.

Special Working Conditions. Exposure to: variable temperature and weather conditions; confined work spaces, such as being lowered into and performing work in access holes; heights, such as on ladders and storage tanks; high levels of noise; electrical hazards; dust; the possibility of experiencing burns, bodily injury and contact with toxic substances or chemical irritants; working alone in isolated areas. Availability to work irregular hours, including responding to twenty-four hour emergency calls.

This job specification should not be construed to imply that these requirements are the exclusive standards of the position. Each incumbent does not necessarily perform all duties.

Former Title: Maintenance Worker II

COASTSIDE COUNTY WATER DISTRICT
CLASS SPECIFICATION
TREATMENT/DISTRIBUTION OPERATOR
(ASSIGNED TO DISTRIBUTION)

DEFINITION

Under general supervision, performs the same duties as employees in the class of Maintenance Worker and, in addition, performs treatment plant and pump station operator duties on a regular, rotational basis, and as assigned, acts as a crew leader for water installation and distribution tasks; performs a variety of facility maintenance activities; and does other work as required.

DISTINGUISHING CHARACTERISTICS

This class is distinguished from Maintenance Worker in that a position in this class primarily performs distribution duties and -also performs treatment plant operator duties on a regular, rotational basis. In addition, when assigned, an incumbent serves as the crew leader on an assigned project such as a water installation, and participates in the same tasks as Maintenance Workers. There are no on-going supervisory -duties.

EXAMPLES OF DUTIES

Duties may include, but are not limited to:

- Installs service connections and repairs water leaks; coordinates installation site with contractors to ensure best site is chosen; marks other utility lines (e.g., gas, electrical, sewer) to ensure safe installation; informs customer(s) that water is being turned off and on; places barricades, side and cones around work site to protect the work crew and public; directs traffic at installation site; reads water distribution system map regarding pipes sizes and the like; cuts asphalt and cement with cement saw; digs trench using hand and powers tools and equipment such as a backhoe; assists backhoe operator in pin-pointing other utilities in the ground and locating water lines; operates pneumatic “mole” for underground trenching; operates a variety of power tools such as compressor, jackhammer, and whacker; drives dump truck to remove excavated soil and to pick up backfill; installs water mains, pipes, meters, hydrants and hydrant heads; repairs leaks by installing new copper, repair coupling, full circles, angle stops and pieces of main line pipe as needed; repairs and replaces concrete and asphalt surfaces; completes service/installation reports. When assigned, serves as a crew leader on a task or assignment, such as a water installation, and performs the more difficult work such as backhoe operation.
- Reads and records amount of water consumption from water meters using a computer; searches computer data base to identify unread meters; inputs notes and problems concerning meters into handheld computer; reports unusual water usage and water loss; determines whether there is a leak and if the leak is the District’s responsibility; identifies causes of high usage and works with customers to reduce usage; gives customers dye-tabs in order to identify leaks; refers customers to low-flow rebate program; cleans, changes, and installs risers on meters; uses hand and power tools to trim around meter

boxes, fire hydrants and the like; delivers “late bill notices” to customers.

- Performs weekend and holiday treatment plant and pump station monitoring, inspection and operating duties on a regular, rotational basis on weekends and holidays and in the absence of the Lead Treatment Plant Operator. Such duties include recording and interpreting data from flow meters, strip chart recorders, data loggers and the like; calculates dosages and meters chemicals to be injected into the process, insures chemical pumps and lines are working correctly, conducts analytical tests to document and check chemical dosages, adjusts dosages to optimize efficiency, enters data into the computer for reporting purposes, enter actions into plant log book.
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- Correct water quality sampling protocol.
- Basic mathematics involved with water treatment and distribution.
- Rudimentary knowledge of cross connections and backflow devices.

Ability to:

- Exercise good judgment, keep calm and make appropriate decisions in emergency situations and under pressure.
- Apply laws and regulations to safe drinking water.
- Understand and follow oral and written instructions.
- Read and understand manuals, material data sheets, maps and the like.
- Perform mathematical calculations concerning water treatment dosages, volumes, and water flow
- Interact effectively with the public and other employees.
- Work cooperatively with others as part of a crew.
- Perform a variety of semi-skilled and skilled tasks in the maintenance of water transmission lines, equipment and facilities.
- Safely and effectively operate a variety of power equipment and tools used in water operations, including: cement saws, jackhammers, tampers, pneumatic “mole,” generators, chainsaws, dump truck, and backhoe.
- Safely and effectively operate pickup trucks and utility trucks.
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- Ability to identify various types of backflow devices.

Physical Requirements:

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- Perform tasks requiring strength, such as shoveling, lifting equipment onto trucks, and climbing over rough terrain.
- Perform tasks requiring manual dexterity, such as calibrating equipment, assembling tools and equipment, and pouring chemicals.
- Work in low light conditions, such as in access holes or tunnels or in trenches at night.
- Distinguish colors, such as those in color-coded wiring, chemical test guides and types of soil/backfill around different underground utilities.
- Hear and distinguish sounds, such as the voice of workers in noisy environments and the sounds of operating equipment.

License Requirements:

- Possession of a valid Class C California State operator's license, provided that employees must obtain a valid Class B license within six months of employment as a maintenance worker.
- Possession of a valid Grade 2 Water Treatment Certificate issued by the State of California.
- Possession of a valid Grade 2 Water Distribution Certificate issued by the State of California.

Special Working Conditions. Exposure to: variable temperature and weather conditions; confined work spaces, such as being lowered into and performing work in access holes; heights, such as on ladders and storage tanks; high levels of noise; electrical hazards; dust; the possibility of experiencing burns, bodily injury and contact with toxic substances or chemical irritants; working alone in isolated areas. Availability to work irregular hours, including responding to twenty-four hour emergency calls.

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Former Title: Maintenance Worker II