

**RANCHO CALIFORNIA WATER DISTRICT
POSITION DESCRIPTION**

DATE: July 1, 2022

POSITION TITLE: **OPERATIONS AND MAINTENANCE TECHNICIAN**

GRADE LEVEL: E30

SUPERVISOR TITLE: Field Services Manager - Construction

FLSA STATUS: Exempt Non-Exempt

BARGAINING UNIT: RCWDEA RCWD MPCEA




DEFINITION

Under direction, supervises and performs highly complex and specialized administrative and technical support to the Operations and Maintenance Division.

CLASS CHARACTERISTICS

This is a senior level specialist position with first line supervisory responsibility for organizing and assigning duties, evaluating results, conducting performance appraisals and recommending personnel actions such as hiring, promotion, discipline and termination. Duties may include performing the most difficult and complex tasks assigned to the work unit in the Systems Operations Division. Positions assigned to this level perform a full range of field related and customer service duties under general supervision. Employees at this level receive only occasional instruction as new or unusual situations arise, as they are fully aware of the operating procedures and policies within each of the departments. Because employees in classifications at this level are expected to be fully trained and competent, such position typically requires previous work experience in a field services or system operations positions. This job classification is represented by the Rancho California Water District Employees Association (RCWDEA) bargaining unit.

EXAMPLE OF DUTIES (Duties may include, but are not limited to, the following):

-  Supervise and participate in a wide range of administrative services and activities; establish work methods and procedures; provide training and guidance to support staff; assign duties and evaluate results; review and update department forms
-  Review and approve timecard submissions from staff within the Lawson system
-  Conduct formal performance appraisals; participate in a variety of personnel actions including hiring, counseling, training, promotion, discipline and termination

- ✎ Create, maintain and distribute internally and to external agencies monthly emergency response duty calendars and rosters for all operations and maintenance departments including wastewater; track projects, task and assignments
- ✎ Provide overall administrative/secretarial support to associated department managers and staff including composition, preparation and review of departmental correspondence such as letters, memos, tables, reports, service agreements, contract documents, compliance correspondence and claim forms; assist with copying and distributing of various department documents
- ✎ Coordinate the preparation of key performance indicator reports that includes gathering of information; establishing a table of shutdowns (emergency and scheduled); updating daily data to reach monthly final numbers for review
- ✎ Generate work orders through Hansen/CMMS for construction and service orders for all departments; notify customers by website update; notify the Board of Directors of emergency shutdowns via email
- ✎ Serves as coordinator for the Backflow Prevention Assembly Certification Program involving daily and regular communication via mail, telephone, email or verbally with customers, backflow testers, external agencies and the District Water Quality Department. Respond to general inquiries and provide resolutions to any discrepancies that may arise. Process customer and in-house notification of testing, repair and inspection and manual data entry of all test sheets received. Coordinate annual dual plumbed testing as well as triannual lead and copper testing. Maintain backflow database and all documentation for State records. Create all in-house backflow test forms for the department. Monitor expired tester calibration, gauge certification and backflow enforcement letters. Review and process action for customer, water service interruption, due to non-compliance as well as process the interruption charge to the customer's account. Interpret State requirement policies to customers regarding the program. Create new account accounts based on newly processed meter install information and update device information based on repair information received. Any additional applicable process
- ✎ Administration of the recycled water use accounts and the preparation of California Department of Public Health and Regional Water Quality Control Board reports
- ✎ Prepare and distribute to Operations and Maintenance Managers, Supervisors or District Safety/Risk Officer various monthly and quarterly analytical reports such as: fuel summary report, fuel mileage report, sewer connection report, reclaimed consumption report, AED/fire checks, after-hour pressure log report, etc. utilizing the District's Cayprod Billing system and Geotab platform
- ✎ Receive and review Downs fuel invoices on a bi-monthly basis identifying discrepancies in odometer readings to notify the Operation and Maintenance Managers, Supervisors and Employees of findings to facilitate future corrective action
- ✎ Receive, review and generate supporting documentation to Field Services Manager for claim decisions; confirm stated District work performed; research and provide appropriate District Administrative code
- ✎ Receive and process various reimbursable requests (Travel expenditures, training, petty cash, etc) to appropriate Executive Management, Management and/or

Supervisors for their review and execution as well as to the appropriate internal department(s) or OnBase program for completion.

- ✎ Process and book travel accommodations, memorandums and itinerary requests for Department staff.
- ✎ File various certificates and reports to external agencies such as: Federal diesel and gasoline excise tax exemption certificates, California Department of Industrial Relations public works projects, etc.
- ✎ Supervise field verification violations; draft regular and certified correspondences regarding obstruction of District appurtenances; monitor customer compliance; process work orders for investigation and when applicable, for corrective action at customer's expense
- ✎ Utilize and promote District's archive database, OnBase; ensure all operations and maintenance documentation is archived within the database in accordance with District retention policy as well as Manager's preferences
- ✎ Ensure timely electronic communication, by monitoring and replying, through the following District outlets daily: District assigned employee Outlook in-box, District backflow Outlook in-box, District operations and maintenance Outlook in-box, Operations and Maintenance online form submittals regarding non-emergency online service requests, Text-Em-All texts, District assigned cell phone texts, faxes, etc.
- ✎ Contract and track bee removal services from District appurtenances through external company to ensure safety of District employees and customers as well as process invoices
- ✎ Utilize the following various District GIS platforms to view, organize and communicate essential operations and maintenance information and District boundary information: Work Tracker, Waze App, Facilities Viewer, Google Earth Pro, RCWD Event Viewer, Notification Tracker – Collector Map, etc.
- ✎ Utilize the Districts Billing and mobile system, Cayenta, for generation, review and dispatch of service ticket information
- ✎ Utilize the District's Lawson system for processing various invoices and requisition information
- ✎ Maintain various Department web statistics for public information needs
- ✎ Process, track and review, for further action needed, after hour tickets
- ✎ Process and track asphalt order requests through external companies
- ✎ Serves as coordinator for the Computerized Maintenance Management System (CMMS), including data entry management, work order, and report generation, etc.
- ✎ Coordinates and plan CMMS activities so that immediate and long term goals and objectives are met
- ✎ Maintains CMMS system necessary for daily operations of all departments
- ✎ Creates custom reports using Ad Hoc and Crystal Reports
- ✎ Conducts staff CMMS training and develops written procedure
- ✎ Development of recommendations regarding work organization, assignments and staff CMMS training needs
- ✎ Provides support in the implementation and maintenance of CMMS systems applications
- ✎ Maintains CMMS Mobile System for daily operation of all departments

- ✎ Maintains the USA Dig-Alert system; processes underground service locator requests, creates RCWD locate requests
- ✎ Supervise the coordination of the daily scheduling of crew assignments for foreman, superintendents and managers
- ✎ Answer and direct incoming calls to various systems operations and field services division personnel
- ✎ Monitor completion of assignments and notify responsible staff of any variances to schedules
- ✎ Generate work orders; including facility repair and maintenance, full installation, removal, and/or relocation of meters and meter service devices to existing meters, etc.
- ✎ Use computer programs to track projects, tasks and assignments
- ✎ Answer customer inquiries on service problems and other general water service information
- ✎ Implement departmental procedures for various tasks such as dispatching, meter repairs and installations, work orders, facility database maintenance, and other Field Services and Systems Operations related programs
- ✎ Prepare and process paperwork for Field Service Staff, including logging calls from customers, dispatches field staff investigations; tracks progress and completion of work requests
- ✎ Process emergency corrective and reimbursable jobs for the systems operations and field services divisions
- ✎ Assist field crews by ordering and/or verifying delivery of materials to job site
- ✎ Monitor and route all planned water system shutdowns for proper notification to customers and other departments as appropriate via mail correspondence or mass call or text notification utilizing the Text-Em-All platform
- ✎ Maintain and update the District website which includes posting water quality information, flow related data, scheduled and emergency shutdowns and general updates
- ✎ Coordinate with various departments for the processing of meter service installation
- ✎ Custodian of all District fuel cards and employee lockers, including issuing, ordering and replacement
- ✎ Maintain office supplies and issue purchase order requests, process seminar, District related classes and certification requests paperwork
- ✎ Prepares and types transmittals, memos, letters, and reports for the Managers and Supervisors of the systems operations and field services divisions
- ✎ Coordinate special department projects as assigned
- ✎ Perform related duties as assigned

QUALIFICATIONS

Knowledge of:

- ✎ District service boundaries
- ✎ District organization, facilities and services
- ✎ District rules and regulations for water and sewer service

- ✎ Advanced operation of the district's supervisory control and data acquisition systems
- ✎ Organization and procedures of the District
- ✎ Utilization of the District's computer database and advanced word processing applications
- ✎ District maintenance program
- ✎ Proper English, grammar and punctuation usage
- ✎ Office procedures
- ✎ District and department filing systems and techniques
- ✎ Methods, materials, tools and equipment used in field maintenance inspections
- ✎ Financial record keeping and accounting systems
- ✎ FCC Regulations for operation of District radio system
- ✎ District policies and procedures related to customer service and customer relations

Ability to:

- ✎ Understand the organization and operation of the District and to interpret that information for other agencies and customers as necessary
- ✎ Compile and maintain complex and extensive records and files
- ✎ Prepare statistical summaries and other required monthly reports
- ✎ Assist the Managers of system operations and field services with special project assignments
- ✎ Write clear, concise correspondence
- ✎ Work under pressure and handle multiple tasks and interruptions routinely
- ✎ Analyze customer problems and take appropriate action or refer to appropriate personnel
- ✎ Prioritize and complete work effectively with minimum supervision

SELECTION GUIDELINES

The appropriate knowledge, skills, and abilities can be achieved through a variety of combinations of experience and training. A typical example is:

Experience: Three (3) to five (5) years' experience in an operations and maintenance, customer service, or field service worker role with specific water utility experience and at least one (1) year of supervisory experience/capacity or equivalent (i.e., supervisory training, and/or supervising a project or team).

Training: Equivalent to the completion of the 12th grade supplemented by specialized training in water utility field operations.

Licenses/Certificates:

- ✎ Grade D1 Water Distribution Certificate – CDPH, desirable
- ✎ Valid California driver's license, required

PHYSICAL REQUIREMENTS/WORKING CONDITIONS

The essential functions of this position will require the employee to perform the following physical activities:

- ✎ Communicates verbally with District management, co-workers and the public in face-to-face, one-to-one and group settings
- ✎ Regularly uses a telephone or radio for communication
- ✎ Uses office equipment such as a Personal Computer, copier and FAX machines
- ✎ Sits for extended time periods
- ✎ Hearing and vision within normal ranges
- ✎ Carry, push, reach and lift up to 20 lbs. routinely
- ✎ Reach at above shoulder height (5%), at shoulder height (5%), below shoulder height (90%)
- ✎ Occasionally stoop, kneel or crouch
- ✎ Sufficient manual dexterity to operate equipment

_____	_____
Employee Signature	Date
_____	_____
Supervisor/Manager Signature	Date