**CODE: 3002**

**FLSA: Non-Exempt**

**GRADE: 9**

**LOWCOUNTRY REGIONAL WATER SYSTEM**

**JOB DESCRIPTION, OCTOBER, 2017**

**JOB TITLE: UTILITY TECHNICIAN**

**GENERAL STATEMENT OF JOB**

Under general supervision, is responsible for assisting with the maintenance and daily operation of the Lowcountry Regional Water System's water distribution system, wastewater collection system, Wastewater Treatment Facilities, labs, tanks and deep well systems. This includes facilities in Hampton, Brunson, Gifford, Varnville and Yemassee. Observes all federal, state, and local safety rules, regulations, and procedures. Responds to customer inquiries and resolves customer issues. Reports to theField Operations Manager or Crew Leader of the LRWS as applicable.

**SPECIFIC DUTIES AND RESPONSIBILITIES**

**ESSENTIAL JOB FUNCTIONS**

Monitors and performs assigned daily wastewater treatment plant and deep well operations.

Complies with department policies, procedures, laws, regulations, contracts, permits, and standards of quality.

Demonstrates the highest levels of customer service standards at all times.

Monitors and records readings from meters, gauges and instruments.

Coordinates daily water quality laboratory operations; collects and prepares water samples for
laboratory analysis.

Under supervision regulates and adjusts chemical rates as indicated.

Performs routine maintenance activities such as reading and repairing water meters, digging ditches, assisting with system repair, etc.

Reads water meters on assigned routes and records readings whether manually or by using
computer meter reading equipment.

Inspects meters and connections for defects, damage and unauthorized connections; takes steps
to communicate and correct any irregularities.

Receives and responds to inquiries, complaints and requests for assistance from customers and
the general public.

May drive and operate trucks and other vehicles or equipment; operates various hand and power tools as
necessary to accomplish tasks.

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Verifies readings to locate abnormal consumption and records reason for fluctuations.

Installs, changes and repairs meters as needed.

Assists in maintaining property and grounds; performing such duties as picking up and removing
trash and debris, mowing grass, etc.

Performs general custodial work as necessary.

Repairs water lines.

Turns water service on/off.

Assists in maintaining assigned trucks and equipment; performs cleaning, preventive
maintenance and simple repair work as required.

Uses available equipment and materials to obtain maximum cost effectiveness and efficiency.

Recommends repairs to equipment and systems, as well as proper maintenance of buildings,
grounds and other appurtenances.

Complies with department policies, procedures, laws, regulations, contracts, permits and
standards of quality and safety.

Attends meetings and training as scheduled by the management of LRWS.

Receives and/or reviews various records and reports including water sewer leaks, customer water outages, customer complaints and employee complaints.

Refers to maps, GIS, customer billing information, notes, and work orders.

Utilizes a variety of computer software to include Outlook, Excel, Think GIS, UniPro PC, RS Logix, and Direct Soft 5.

Interacts and communicates with various groups and individuals such as utility workers, customer service, customers, contractors and the General Manager.

Utilizes a variety of machinery and/or equipment such as mini excavators, backhoes, sewer jetters, sewer bypass pumps, cutoff saws, street saws, cutting torches and generators.

**ADDITIONAL JOB FUNCTIONS**

Performs other duties as required.

**ESSENTIAL SAFETY FUNCTIONS**

It is the responsibility of each employee to comply with established policies, procedures and safe work practices. Each employee must follow safety training and instructions provided by their supervisor. Each employee must also properly wear and maintain all personal protective equipment required for their job. Finally, each employee must immediately report any unsafe work practices or unsafe conditions as well as any on-the-job injury or illnesses.

**MINIMUM TRAINING AND EXPERIENCE**

Requires a high school diploma, or specialized vocational training, or a combination of education and experience equivalent with a minimum of 2 years of experience in a job related field. Must possess a valid South Carolina Driver's License. Must maintain a safe driving record. SCDHEC Licenses preferred or able to obtain within 2 years of hire date**:** SC Water Distribution Operator Class C, WEASC Sewer Collection System Operator Class C, OSHA Competent Person, SCDHEC OM Class 3 Asbestos Pipe Worker, and FEMA NIMS Certifications 100,200,700 and 800.

*This is classified as a Safety Sensitive Position and may require a Pre-Employment Drug Test and random Drug Testing throughout employment with LRWS.*

**MINIMUM QUALIFICATIONS OR STANDARDS REQUIRED**

**TO PERFORM ESSENTIAL JOB FUNCTIONS**

**Physical Requirements:** Must be physically able to operate a variety of machinery and equipment. Must be able to exert up to five pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, stoop, reach, kneel, carry or otherwise move objects. Work involves walking or standing for periods of time. Must be able to lift/carry weights of up to 100 pounds.

**Data Conception:** Requires the ability to compare and/or inspect items against a standard.

**Interpersonal Communication:** Requires the ability of speaking and/or signaling people to convey or exchange information, includes the receiving of information and instruction from supervisor.

**Language Ability:** Requires the ability to read technical instructions, procedures, manuals and charts to solve practical problems; composing routine reports.

**Intelligence**: Requires the ability to complete manual, clerical or operating tasks following a few definite procedures, but which may require computation, the use of several procedures and the use of independent judgments with obvious choices; requires normal attention for accurate results.

**Verbal Aptitude:** Requires the ability to record and deliver information, to explain procedures, to follow and give verbal and written instructions. Must be able to communicate effectively and efficiently with co-workers and the general public.

**Numeric Aptitude:** Requires the ability to use arithmetic such as addition, subtraction, multiplication, division and/or calculating ratios, rates and percentages.

**Form/Spatial Aptitude:** Requires the ability to inspect items for proper length, width, and shape.

**Motor Coordination:** Requires the ability to make precise movements with fingers, hands and arms, e.g., typing, keying, data entering, etc.

**Manual Dexterity:** Requires the ability to handle a variety of items, office equipment, control knobs, switches, etc. Must have minimal levels of eye/hand/foot coordination.

**Color Discrimination and Visual Acuity:** Requires the ability to match specific colors, textures, etc.

**Interpersonal Temperament**: Requires the ability to deal with people beyond giving and receiving instructions. Must be adaptable to performing under stress when confronted with persons acting under stress.

**Physical Communications**: Requires the ability to talk and hear: (talking: expressing or exchanging ideas by means of spoken words; hearing: perceiving nature of sounds by ear).

**PERFORMANCE INDICATORS**

**Knowledge of Job:** Has knowledge of the methods, policies, and procedures of LRWS as they pertain to the performance of duties of the Utility Worker. Has good working knowledge of the principles, practices, and programs of the department pertaining to the specific duties of the position. Has knowledge in wastewater treatment processes. Has knowledge of mathematics, biology, and chemistry. Has knowledge of State and local wastewater treatment guidelines. Is skilled in reading various meters. Is skilled in operating various types of treatment equipment. Is able to follow written and oral communications. Is able to maintain accurate records. Is skilled in the use of mechanical and electrical tools. Has good knowledge of the various specifications and standards related to work activities and is able to perform lab analyses on various water/wastewater samples in order to ensure compliance with the same. Has knowledge of applicable State, Federal, and local laws affecting the operation of the Plant. Has thorough knowledge of the operation and maintenance of various equipment, machinery and tools utilized within the plant. Has knowledge of the terminology used within the department. Has knowledge of the approved methods and materials used in the operation of the wastewater treatment plant and in the analysis of plant effluent. Has thorough knowledge of safety practices, regulations and standards. Is able to understand and follow oral and written instructions. Is able to work in extreme weather conditions including heat, cold, and wetness. Has knowledge of records and reports which must be maintained and/or prepared and has the ability to complete same. Has the mathematical ability to handle required calculations. Is able to use independent judgment in routine and non-routine situations. Is able to interact and communicate in an effective and efficient manner with a variety of individuals and groups.

**Quality of Work**: Maintains high standards of accuracy in exercising duties and responsibilities. Exercises immediate remedial action to correct any quality deficiencies that occur in areas of responsibility. Maintains high quality communication and interaction with internal and external entities with whom the position interacts.

**Quantity of Work**: Performs described Essential Functions and related assignments efficiently and effectively in order to produce quantity of work which consistently meets established standards and expectations.

**Dependability**: Assumes responsibility for completing assigned work. Completes assigned work within deadlines in accordance with directives, policy, standards and prescribed procedures. Maintains accountability for assigned responsibilities in the technical, human and conceptual areas.

**Attendance**: Attends and remains at work regularly and adheres to policies and procedures regarding absenteeism and tardiness. Provides adequate notice to higher management with respect to vacation time and leave requests.

**Initiative and Enthusiasm**: Maintains an enthusiastic, self-reliant and self-starting approach to meet job responsibilities and accountabilities. Strives to anticipate work to be accomplished, and initiates proper and acceptable action for the completion of work with a minimum of supervision and instruction.

**Judgment**: Exercises analytical judgment in areas of responsibility. Identifies issues or situations as they occur and specifies decision objectives. Identifies or assists in identifying alternative solutions to issues or situations. Implements decisions in accordance with prescribed and effective policies and procedures and with a minimum of errors. Seeks expert or experienced advice where appropriate and researches issues, situations and alternatives before exercising judgment.

**Cooperation**: Accepts supervisory instruction and direction and strives to meet the goals and objectives of same. Questions such instruction and direction when clarification of results or consequences are justified, i.e., poor communications, variance with established policies or procedures, etc. Offers suggestions and recommendations to encourage and improve cooperation intra- and inter-departmentally.

**Relationships with Others**: Shares knowledge with managers, supervisors and co-workers for mutual benefit. Contributes to maintaining high morale among all employees. Develops and maintains cooperative and courteous relationships inter- and intra-departmentally, and with external entities with whom the position interacts. Tactfully and effectively handles requests, suggestions and complaints in order to establish and maintain good will. Emphasizes the importance of maintaining a positive image.

**Coordination of Work**: Plans and organizes daily work routine. Establishes priorities for the completion of work in accordance with sound time-management methodology. Avoids duplication of effort. Estimates expected time of completion of work elements and establishes a personal schedule accordingly. Attends required meetings, planning sessions and discussions on time. Implements work activity in accordance with priorities and estimated schedules.

**Safety and Housekeeping**: Adheres to all established safety and housekeeping standards. Ensures such standards are not violated.

**DISCLAIMER: This job description is not an employment agreement or contract. Management has the exclusive right to alter this job description at any time without notice.**