

JOB DESCRIPTION

Job Title: Zone Operator – Entry Level
Reports To: Distribution Operations Manager
FLSA Status: Non-Exempt
Department: Water Distribution Operations
Date: April 1, 2021

Summary:

Perform daily operations and maintenance of Aqua's water distribution system.

Essential Duties and Responsibilities include the following. Other duties may be assigned.

- Solely responsible for the proper functioning and maintenance of the water distribution system and equipment in assigned zone, including facilities, pump stations, storage tanks, property, and other infrastructure.
- Perform daily inspection of Aqua's distribution system.
- Perform routine maintenance activities or submit work order to maintenance group for maintenance beyond capabilities. Operator is responsible for ensuring completion of required maintenance in assigned zone.
- Monitor water distribution equipment and system performance, including comparison of actual readings to SCADA system data.
- Maintain water distribution and equipment records in accordance with regulatory compliance requirements.
- Receive, process, and close electronic work orders.
- Use maps to locate valves, fire hydrants, water lines, and other Aqua distribution system equipment and infrastructure.
- Use GPS devices to read and record coordinates of Aqua distribution system equipment and infrastructure.
- Assist with Customer Service Inspections (CSI) as needed.
- Monitor and report new and existing accounts requiring backflow prevention devices.
- Maintain reasonable contact and relationship with customer account holders.
- Perform installation of new customer meters and disconnects of existing meters.
- Work with other utilities and service providers to locate buried service lines.
- Locate and report water leaks.
- Respond to call-out and on-call duties as necessary.
- Perform other tasks as designated by supervisory personnel.

Qualifications:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education/Experience:

High school diploma or general education degree (GED); or one (1) to three (3) months related experience and/or training; or equivalent combination of education and experience.

Language Ability:

Ability to read and comprehend simple written procedures and instruction manuals. Ability to write simple correspondence. Ability to effectively present information in one-on-one and small group situations to customers, clients, and company employees.

Math Ability:

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

Reasoning Ability:

Ability to apply common sense understanding to carry out detailed but uninvolved written or oral instructions. Ability to deal with problems involving a few concrete variables in standardized situations.

Computer Skills:

Work Order Processing, Word Processing, Excel, E-Mail, Internet Software.

Other Knowledge, Skills, & Abilities:

Ability to operate instruments for acquiring GPS coordinates and associated data.

Certificates and Licenses:

Valid State of Texas Driver's License and must acquire a Commercial A License within 60 days of hire date.

Supervisory Responsibilities:

This position has no supervisory responsibilities.

Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly exposed to fumes or airborne particles, and outdoor weather conditions. The employee is frequently exposed to work near moving mechanical parts; toxic or caustic chemicals; biological hazards; risk of electrical shock; and vibration. The employee is occasionally exposed to work in high, precarious places. The noise level in the work environment is usually moderate.

Physical Demands:

The described physical demands are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee regularly uses hands to finger, handle, or feel; reach with hands and arms; and talk or hear. The employee is frequently required to walk, stand, sit and stoop, kneel, crouch, or crawl. The employee is occasionally required to climb or balance and taste or smell. The employee may regularly lift and/or move up to 50 pounds.

Specific vision abilities required by this job include close vision, distance vision, depth perception, and ability to adjust focus.