



## Field Operations Technician III

### Field Operations

WS-FO/5 - 816

#### **JOB SUMMARY**

This position is responsible for participating in the installation, maintenance and repair of the water distribution system and reservoir infrastructure, locating underground water lines, providing service to customers in the field, participating in meter reading operations and inspection of water infrastructure. This position will respond to after-hours emergencies on a rotating schedule.

Based on expertise and/or evaluation of management staff, the employee will be assigned one of the primary assignments listed below within Field Operations, but will be expected to participate in all areas of operations based on department needs.

#### **MAJOR DUTIES**

##### **Infrastructure Maintenance Operations**

- Repairs leaking, damaged water mains and services.
- Installs water taps, services, and water meters.
- Installs, repairs, inspects and flushes fire hydrants.
- Repairs concrete driveways or sidewalks along with sod removal and repairs.
- Operates a variety of mechanical equipment; cement mixer, gas powered saw, asphalt and cement cutter, trenching/boring machine, jackhammer, etc.
- Hand delivers boil water advisories and rescind notices; collects bacteria samples as needed.
- Repairs and maintains water reservoir infrastructure.
- Maintains inventory of tools, parts, and equipment.

##### **Customer Response Operations**

- Read water meters manually and using AMR/AMI equipment.
- Repairs and maintains water meters.
- Assist customers with water service concerns.
- Turns water services on and off as appropriate.
- Locks meters off on delinquent accounts.
- Flushes and performs inspections of fire hydrants.
- Maintains inventory of tools, parts, and equipment.

##### **Damage Prevention Operations**

- Reviews and codes UPC locate requests.
- Identifies, locates and marks distribution system infrastructure using electronic locating equipment.
- Locates, maintains accessibility and ensures operation of all distribution system valves.
- Meets with contractors on the job site as needed.
- Investigates damages to distribution system infrastructure.
- Record distribution system infrastructure on digital maps.
- Maintains inventory of tools, parts, and equipment.

##### **Field Inspection Operations**

- Ensures compliance with the Water System's Developmental Standards.
- Reviews construction plans.
- Inspects new and existing water main and service construction.
- Meets with contractors and developers throughout the construction process.
- Coordinates planned interruptions of water service for construction projects.
- Inspects reservoirs, dams and other related structures.
- Maintains dams; prepares dams for annual state inspections; repairs pipes; cut trees and underbrush; checks gates, locks and fences, paints of graffiti, picks up garbage.
- Record distribution system infrastructure on digital maps.

- Maintains inventory of tools, parts, and equipment.
- Performs other related duties as assigned.

## **KNOWLEDGE REQUIRED BY THE POSITION**

### **Infrastructure Maintenance Operations**

1. Knowledge of water system distribution installation, repair, and maintenance procedures.
2. Skill in the operation and maintenance of heavy and light equipment.
3. Skill in the repair and maintenance of the water distribution system.

### **Customer Response Operations**

1. Knowledge of the installation, repair, and maintenance of water meters.
2. Knowledge of meter reading processes and equipment.
3. Skill in the determination and resolution of water service problems.

### **Damage Prevention Operations**

1. Knowledge of as-built water system plans.
2. Skill in locating and marking underground water lines.

### **Field Inspection Operations**

1. Knowledge of Georgia Department of Transportation guidelines and regulations.
2. Knowledge of Public Service Commission laws and rules.
3. Skill and reading and interpreting construction and utility plans.

### **All**

1. Knowledge of county policies and procedures.
2. Knowledge of water meter, water line and hydrant locations.
3. Knowledge of computers and job-related software programs.
4. Skill in the operations of an assigned vehicle.
5. Skill in public and interpersonal relations.
6. Skill in researching information and preparing reports.
7. Skill in planning and meeting deadlines.
8. Ability to communicate verbally and in writing. Ability to understand, follow and transmit instructions.

## **SUPERVISORY CONTROLS**

The Foreman assigns work in terms of general instructions. The supervisor spot-checks completed work for compliance with procedures, accuracy, and the nature and propriety of the final results.

## **GUIDELINES**

Guidelines include OSHA guidelines, traffic control procedures, and county and department policies and procedures. These guidelines are generally clear and specific but may require some interpretation in application.

## **COMPLEXITY/SCOPE OF WORK**

- The work consists of related maintenance duties, meeting with customers, cutting water on and off as needed, meter reading and repairs, computer reading equipment, locating underground utilities and field inspections. Inclement weather conditions, heavy traffic and the variety of residents and situations encountered contribute to the complexity of the position.
- The purpose of this position is to participate in repair and maintenance of the water distribution infrastructure, provide field service to customers, and participate in meter reading operations, locating underground utilities and inspection of water system infrastructure. Success in this position contributes to the efficiency of Water System operations.

## CONTACTS

- Contacts are typically with co-workers, customers, developers, builders, contractors, and members of the general public.
- Contacts are typically to give or exchange information, resolve problems and provide services.

## PHYSICAL DEMANDS/ WORK ENVIRONMENT

- The work is performed while intermittently sitting, standing, stooping, bending, or crouching. The employee frequently lifts light and heavy objects, climbs ladders, and uses tools or equipment requiring a high degree of dexterity.
- The work is typically performed outdoors and occasionally in cold or inclement weather. The employee may be exposed to noise, dust, dirt, grease, and machinery with moving parts. The work requires protective devices such as the use of masks, goggles, and gloves.

## SUPERVISORY AND MANAGEMENT RESPONSIBILITY

None.

## SPECIAL CERTIFICATIONS AND LICENSES

- Fayette County is an Equal Opportunity Employer. ADA requires the County to provide reasonable accommodations to qualified individuals with disabilities. Prospective and current employees are invited to discuss accommodations.
- Possession of a valid State of Georgia driver's license (Class C) and a satisfactory Motor Vehicle Record (MVR) in compliance with County Safety and Loss Control Guidelines.
- Completion of the State of Georgia Department of Transportation Defensive Driving Course and/or Emergency Vehicle Operation Certification within twelve (12) months of employment.

## ADA COMPLIANCE

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## HIPAA COMPLIANCE

- The Health Insurance Portability and Accountability Act of 1996, as amended, requires employees to protect the security of Protected Health Information (PHI) however it is obtained, handled, learned, heard or viewed in the course of their work.

## DRUG AND ALCOHOL COMPLIANCE

- In accordance with Fayette County's Substance Abuse Policy of 1996, as amended, all job applicants offered employment will undergo testing for the presence of illegal drugs and alcohol as a condition of employment. In the course of employment, employees are subject to random, reasonable suspicion, post-accident, and routine fitness for duty testing for illegal drugs and alcohol abuse. Employees are prohibited to work under the influence, to possess, to distribute, or to sell illegal drugs in the workplace or abuse alcohol on the job. Confirmed positive is reason for denial of employment and/or termination.

## MINIMUM QUALIFICATIONS

- High School Diploma or GED.
- Sufficient experience to understand the basic principles relevant to the major duties of the position.
- Possession of or ability to readily obtain a valid driver's license issued by the State of Georgia for the type of vehicle or equipment operated.
- Possession of or ability to readily obtain approved forklift safety training.
- Possession of or ability to readily obtain GDOT approved flagging certification.

- Possession of or ability to readily obtain GSWCC Contractor Awareness Course – White Card.
- Possession of or ability to readily obtain an appropriate state-certified water distribution operator's certification within one-year of hire.