

Water Authority Position Description

CROSS CONNECTION MANAGER

Status	Position Code	Level	Date
APPROVED	CCMG	P27	Sep 2017

Job descriptions are intended to present a general list of the tasks/duties performed by employees within this job Classification. Job Descriptions are not intended to reflect all duties performed within the job.

POSITION SUMMARY

MANAGES THE WATER AUTHORITY'S CROSS CONNECTION CONTROL PROGRAM AND RELATED ACTIVITIES AND OPERATIONS. ASSURES COMPLIANCE WITH APPLICABLE LAWS, ORDINANCES, POLICIES AND PROCEDURES.

MIN EDUCATION & EXPERIENCE REQ

BACHELOR'S DEGREE FROM AN ACCREDITED COLLEGE OR UNIVERSITY WITH MAJOR COURSE WORK IN WATER SYSTEMS, CIVIL ENGINEERING OR A RELATED FIELD, PLUS FOUR (4) YEARS' EXPERIENCE IN WATER OPERATIONS MANAGEMENT INCLUDING TWO (2) YEARS OF DIRECT SUPERVISORY EXPERIENCE IN A MANAGEMENT AND/OR ADMINISTRATIVE CAPACITY.

ADDITIONAL REQUIREMENTS

POSSESSION OF A VAUD NEW MEXICO DRIVER'S LICENSE
 POSSESSION OF OR ABILITY TO OBTAIN A WATER AUTHORITY BACKFLOW ASSEMBLY TESTER CERTIFICATION WITHIN THREE (3) MONTHS FROM DATE OF HIRE
 POSSESSION OF A NEW MEXICO WATER SUPPLY, LEVEL IV CERTIFICATION AT TIME OF HIRE

SUPERVISION RECEIVED/EXERCISED

RECEIVES GENERAL DIRECTION FROM HIGHER LEVEL SUPERVISORY OR MANAGEMENT STAFF.

EXERCISES DIRECT SUPERVISION OVER PROFESSIONAL, TECHNICAL AND SUPPORT STAFF.

ESSENTIAL FUNCTIONS

1. ADMINISTER AND ENSURE THE CROSS CONNECTION CONTROL PROGRAM PROTECTS THE PUBLIC WATER SUPPLY FROM CONTAMINATION OR POLLUTION DUE TO THE BACKFLOW OF CONTAMINANTS AND/OR POLLUTANTS THROUGH WATER SERVICE CONNECTIONS.
2. MAINTAIN THE PUBLIC HEALTH, SAFETY AND WELFARE THROUGH THE DEVELOPMENT, REVIEW AND IMPLEMENTATION OF PROGRAMS TO INSPECT AND IDENTIFY POTENTIAL HAZARDS ASSOCIATED WITH WATER CONTAMINATION AND POLLUTION DUE TO CROSS CONNECTION AND BACK FLOW PREVENTION ISSUES.
3. COORDINATE THE ORGANIZATION, STAFFING AND OPERATIONAL ACTIVITIES TO ENFORCE AND ADMINISTER THE CROSS CONNECTION CONTROL PROGRAM. OVERSEE STAFF RESPONSIBLE FOR INVESTIGATING INDUSTRIAL, COMMERCIAL AND RESIDENTIAL ON-SITE WATER SYSTEMS FOR PROPER CROSS CONNECTION AND BACK FLOW PREVENTION DEVICES.
4. PREPARE AND MAINTAIN RECORDS AND ACTIVITY REPORTS ON THE CROSS CONNECTION CONTROL PROGRAM. PERFORM SURVEYS, DEVELOP FORMS AND SCHEDULE INSPECTIONS. PROVIDE ASSISTANCE TO HIGHER LEVEL STAFF.
5. OVERSEE THE CUSTOMER INFORMATION SYSTEM DATABASE. ENSURE TEST RESULTS ARE ENTERED, REPORTS ARE ACCURATE, AND NEW ACCOUNTS ADDED AND EXISTING ACCOUNTS UPDATED AS NEEDED.
6. OBSERVE AND MONITOR DATA TO DETERMINE COMPLIANCE WITH PRESCRIBED OPERATING AND SAFETY STANDARDS.
7. MONITOR THAT BACKFLOW ASSEMBLY TESTERSâ€™ LICENSES ARE VALID AND TESTING EQUIPMENT IS CALIBRATED ANNUALLY.
8. RESOLVE OR WORK WITH OTHER UTILITY EMPLOYEES IN RESOLVING CUSTOMER COMPLAINTS REGARDING THE WATER AUTHORITY'S CROSS CONNECTION CONTROL PROGRAM.
9. REVIEW CURRENT AND PENDING FEDERAL AND STATE REGULATIONS CONCERNING CROSS CONNECTION CONTROL AND BACKFLOW PREVENTION TO ENSURE THAT THE WATER AUTHORITY'S CROSS CONNECTION CONTROL PROGRAM MEETS GOVERNMENT REQUIREMENTS.
- 10 PARTICIPATE IN THE DEVELOPMENT AND IMPLEMENTATION OF GOALS, OBJECTIVES, POLICIES, AND PRIORITIES. RECOMMEND AND IMPLEMENT RESULTING POLICIES AND PROCEDURES.
11. PARTICIPATE IN THE DEVELOPMENT AND ADMINISTRATION OF ASSIGNED BUDGET. FORECAST FUNDS NEEDED FOR STAFFING, EQUIPMENT, MATERIALS AND SUPPLIES.
12. PARTICIPATE IN THE EMPLOYEE INTERVIEW/SELECTION PROCESS. TRAIN, MOTIVATE AND EVALUATE ASSIGNED STAFF. PROVIDE OR COORDINATE TRAINING. WORK WITH EMPLOYEES TO CORRECT DEFICIENCIES. IMPLEMENT DISCIPLINE AS NEEDED.

SUPPLEMENTAL FUNCTIONS

1. ATTEND AND PARTICIPATE IN PROFESSIONAL GROUP MEETINGS. STAY ABREAST OF NEW TRENDS AND INNOVATIONS IN THE FIELD OF CROSS CONNECTION CONTROL AND BACKFLOW PREVENTION.
2. STAY ABREAST OF NEW TRENDS AND INNOVATIONS IN THE FIELD.
4. PERFORM RELATED DUTIES AND RESPONSIBILITIES AS REQUIRED.

PREFERRED KNOWLEDGE

APPLICABLE FEDERAL, STATE AND LOCAL LAWS, CODES, REGULATIONS, OPERATIONS, POLICIES AND PROCEDURES
MUNICIPAL WATER SYSTEM AND WATER SERVICE COMPONENTS
CROSS CONNECTION CONTROL PRINCIPLES AND PRACTICES
METHODS AND TECHNIQUES OF WATER DISTRIBUTION AND SYSTEMS MAINTENANCE
BACKFLOW PREVENTION ASSEMBLY INSPECTION, REPAIR TECHNIQUES AND PROCEDURES
PRINCIPLES OF SUPERVISION, TRAINING AND PERFORMANCE EVALUATIONS
PRINCIPLES AND PROCEDURES OF RECORD KEEPING AND BUDGET AND REPORT PREPARATION
COMPUTER PROGRAMS INCLUDING MICROSOFT OFFICE, MAXIMO, SHAREPOINT AND THE CUSTOMER INFORMATION SYSTEM DATABASE
WATER AUTHORITY PERSONNEL RULES AND REGULATIONS

PREFERRED SKILL/ABILITY

OVERSEE AND PARTICIPATE IN THE ENFORCEMENT OF THE CROSS CONNECTION CONTROL PROGRAM
ENSURE COMPLIANCE WITH APPLICABLE LAWS AND REGULATIONS GOVERNING CROSS CONNECTION CONTROL AND BACKFLOW PREVENTION
INTERPRET, APPLY AND EXPLAIN APPLICABLE LAWS, CODES, ORDINANCES, POLICIES, PROCEDURES, RULES AND REGULATIONS
ANALYZE PROBLEMS, IDENTIFY ALTERNATIVE SOLUTIONS, PROJECT CONSEQUENCES OF PROPOSED ACTIONS AND IMPLEMENT RECOMMENDATIONS IN SUPPORT OF GOALS
PREPARE, ANALYZE AND MAINTAIN OPERATIONAL RECORDS USING COMPUTERS AND APPLICABLE SOFTWARE APPLICATIONS
TROUBLESHOOT FIELD INSPECTION AND CUSTOMER INFORMATION SYSTEM DATABASE ISSUES/PROBLEMS
PROVIDE CUSTOMER SERVICE AND FACILITATE COOPERATION WITH ALL CUSTOMERS AND STAFF
OVERSEE, DIRECT AND COORDINATE THE WORK OF LOWER LEVEL STAFF
PARTICIPATE IN THE DEVELOPMENT AND ADMINISTRATION OF DIVISION GOALS, OBJECTIVES AND PROCEDURES
ESTABLISH AND MAINTAIN EFFECTIVE WORKING RELATIONSHIPS WITH THOSE CONTACTED IN THE COURSE OF WORK

WORKING CONDITIONS

OFFICE AND FIELD ENVIRONMENT; WORK IN OR WITH WATER; WORK ON SLIPPERY OR UNEVEN SURFACES.

PHYSICAL REQUIREMENTS

MAINTAIN PHYSICAL CONDITION APPROPRIATE TO THE PERFORMANCE OF ASSIGNED DUTIES AND RESPONSIBILITIES SUCH AS: SITTING, WALKING OR STANDING FOR PROLONGED PERIODS OF TIME; MODERATE OR LIGHT LIFTING