

# Water Authority Position Description

## UTILITY TECH HELPER

Status	Position Code	Level	Date
APPROVED	UTCH	O20	Apr 2018

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

THIS IS A TRAINING AND CERTIFICATION PROGRAM THAT WILL PROVIDE AN OPPORTUNITY FOR ADVANCEMENT BASED UPON SUCCESSFUL COMPLETION OF EACH PHASE OF THE PROGRAM. THIS PROGRAM CONSISTS OF PERFORMING MAINTENANCE, REPAIR AND INSTALLATION OF WATER PLANT, DISTRIBUTION AND TREATMENT SYSTEMS. THE UTILITY TECHNICIAN HELPER PERFORMS ROUTINE WATER SYSTEM PREVENTIVE MAINTENANCE, REPAIR, AND INSTALLATION OF WATER PLANT, DISTRIBUTION, AND TREATMENT SYSTEMS.

### MIN EDUCATION & EXPERIENCE REQ

HIGH SCHOOL DIPLOMA OR GED, PLUS ONE AND ONE-HALF (1.5) YEARS EXPERIENCE IN WATER UTILITY OPERATIONS, PLUMBING, OR HEAVY EQUIPMENT OPERATION (I.E. BACKHOE, TRACKHOE AND LOADERS). THIS POSITION REQUIRES THE FOLLOWING MINIMUM WORK KEYS SCORES: WORKPLACE DOCUMENTS: LEVEL 4 OR READING FOR INFORMATION: LEVEL 4, WORKPLACE OBSERVATION: LEVEL 1, APPLIED MATH: LEVEL 3 (LEVEL 4 IF ASSIGNED TO SURFACE WATER TREATMENT PLANT)

### ADDITIONAL REQUIREMENTS

POSSESSION OF A VALID NEW MEXICO DRIVER'S LICENSE.  
DEPENDING ON LOCATION MUST BE ABLE TO PASS RESPIRATORY CLEARANCE EXAM PRIOR TO HIRE AND AT LEAST EVERY THREE YEARS AFTER HIRE. DEPENDING ON LOCATION MUST BE ABLE TO PASS RESPIRATOR FIT TEST WITHIN 30 DAYS OF HIRE AND ANNUALLY THEREAFTER.

### SUPERVISION RECEIVED/EXERCISED

RECEIVES IMMEDIATE SUPERVISION FROM HIGHER LEVEL SUPERVISOR OR MANAGEMENT STAFF.

### ESSENTIAL FUNCTIONS

1. PERFORM TASKS IN PREVENTIVE AND CORRECTIVE MAINTENANCE OF WATER DISTRIBUTION EQUIPMENT TO INCLUDE, BUT NOT LIMITED TO, PIPE, VALVES, HYDRANTS, VALVE CONTROL ADJUSTMENTS, REPLACEMENT OF SCREENS, FILTERS, ETC. LEARN TO PERFORM FIRE FLOW AND PRESSURE TESTS AND MAINTAINS CORROSION PROTECTION OF WATER LINES AND VALVES. LEARN TO LOCATE UTILITY LINES FROM DRAWINGS AND MAPS, USING ELECTRONIC LOCATING AND LEAK DETECTION EQUIPMENT.
2. LEARN TO AND ASSIST WITH ASSEMBLING, LAYING AND ALIGNING WATER DISTRIBUTION SERVICE LINES. ASSIST IN EXCAVATING AND BACKFILLING SIDEWALKS, STREETS AND TRENCHES. EXPOSE MAINS AND LINES FOLLOWING SAFE DIG PRACTICES. INSTALL AND REMOVE TRENCH SHORING; CUT MAINS, LINES AND PIPES, THREAD AND BEND PIPES AND CAULK JOINTS.
3. UTILIZE HAND AND POWER TOOLS AND TOOLS AND EQUIPMENT INCLUDING, BUT NOT LIMITED TO: PAVEMENT BREAKERS, JACKHAMMERS, EARTH TAMPERS.
4. ASSIST IN THE REPAIR AND MAINTENANCE OF CHEMICAL FEED EQUIPMENT, WHICH INCLUDES, BUT IS NOT LIMITED TO, CONTROL ADJUSTMENTS AND REPLACEMENT OF EXPENDABLE PARTS REQUIRED IN PREVENTATIVE MAINTENANCE.
5. MAKE CUSTOMER CONTACT CONCERNING REQUIRED REPAIRS/SERVICE/COMPLAINTS.
6. UTILIZE DATA RECORDER TO COLLECT WATER CONSUMPTION READINGS.
7. INSPECT WATER METERS TO VERIFY THAT THE METER IS READING ACCURATELY.
8. RESPOND TO INQUIRIES AND COMPLAINTS FROM CUSTOMERS AND RESOLVE COMPLAINTS RELATED TO WATER METER READINGS AND BILLING
9. EXPLAIN WATER AND SEWER CHARGES TO CUSTOMERS. ADVISE CUSTOMERS ON IRREGULARITIES CONCERNING WATER METER REPAIRS, READINGS, AND BILLINGS.

#### **SUPPLEMENTAL FUNCTIONS**

1. PERFORM RELATED DUTIES AND RESPONSIBILITIES AS REQUIRED.
2. COLLECT DATA FOR SPECIAL REPORTS AND CONDUCT SURVEYS AS ASSIGNED.

#### **PREFERRED KNOWLEDGE**

OPERATIONAL CHARACTERISTICS OF WATER PRODUCTION, TREATMENT AND DISTRIBUTION SYSTEMS  
PRINCIPLES AND PRACTICES OF WATER TREATMENT SYSTEM  
MAINTENANCE AND REPAIR AND WATER DISTRIBUTION LINE MAINTENANCE  
METHODS AND TECHNIQUES USED TO MONITOR CHEMICAL LEVELS IN PUMPS AND WELL SITES  
METHODS AND TECHNIQUES USED IN LOCATING WATER MAINS AND TURNING OFF WATER SERVICE  
METHODS AND TECHNIQUES USED IN THE MAINTENANCE AND REPAIR OF WATER DISTRIBUTION SYSTEMS  
WATER DISTRIBUTION SYSTEM LAY OUT, HYDRAULICS AND OPERATIONAL CHARACTERISTICS  
OPERATIONAL CHARACTERISTICS OF A VARIETY OF MAINTENANCE EQUIPMENT, TOOLS, AND VEHICLES  
PRINCIPLES AND PROCEDURES OF RECORD KEEPING  
OCCUPATIONAL HAZARDS AND STANDARD SAFETY PRACTICES  
PRINCIPLES OF CREW LEADERSHIP AND TRAINING  
AUTHORITY AND DEPARTMENT POLICIES AND PROCEDURES

### **PREFERRED SKILL/ABILITY**

SERVE AS A SENIOR LEAD WORKER, ORGANIZE AND REVIEW THE WORK OF STAFF IN THE AREA OF WORK ASSIGNED  
INDEPENDENTLY PERFORM THE MOST DIFFICULT WATER DISTRIBUTION MAINTENANCE TASKS  
OVERSEE LINE MAINTENANCE AND NEW SERVICE ACTIVITIES  
MONITOR AND MAINTAIN ALL PUMP STATION, WELL SITES AND RESERVOIR LEVELS  
ENSURE PROPER CHEMICAL LEVELS AND MAKE APPROPRIATE ADJUSTMENTS  
PERFORM CHLORINE AND FLUORIDE RESIDUAL TESTS  
CONDUCT SAFETY INSPECTIONS AND ENSURE PROPER MAINTENANCE OF ALL VEHICLES AND EQUIPMENT  
OPERATE AND MAINTAIN A VARIETY OF APPROPRIATE EQUIPMENT IN A SAFE AND EFFECTIVE MANNER  
RESPOND TO REQUESTS AND INQUIRIES FROM THE GENERAL PUBLIC  
UNDERSTAND AND FOLLOW ORAL AND WRITTEN INSTRUCTIONS  
COMMUNICATE CLEARLY AND CONCISELY, BOTH ORALLY AND IN WRITING  
MAINTAIN ACCURATE AND DETAILED RECORDS OF WORK PERFORMED  
ESTABLISH AND MAINTAIN EFFECTIVE WORKING RELATIONSHIPS WITH THOSE CONTACTED IN THE COURSE OF WORK

### **WORKING CONDITIONS**

WATER TREATMENT PLANT AND FIELD ENVIRONMENTS; EXPOSURE TO NOISE, DUST, GREASE, SMOKE, FUMES, GASES, POTENTIALLY HAZARDOUS CHEMICALS, AND INCLEMENT WEATHER CONDITIONS; WORK IN OR WITH WATER; TRAVEL FROM SITE TO SITE; WORK AROUND TRAFFIC AND HEAVY EQUIPMENT.

### **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 TO HEAVY LIFTING; OPERATING MOTORIZED EQUIPMENT AND VEHICLES.

