



Town of Oro Valley Classification Description

Title: **WATER UTILITY OPERATOR I**

Job Code: 3560

FLSA Status: Non-Exempt

Department: Water Utility

Salary Grade: 107

POSITION SUMMARY:

Under close supervision, this position is primarily responsible for operation and maintenance of the Advanced Metering Infrastructure (AMI), such as electronic meters, electronic meter cables and smartpoint transmitters. An operator in this classification will be required to analyze and interpret data using various forms of electronic devices and software programs. An operator of this classification will be required to manually read meters when necessary, install and replace electronic meters of various sizes, interpret water system utility maps, operate water system utility valves, replace water utility Angle Meter Stops (AMS), and assist other water utility operations such as production, distribution, water quality, conservation and customer service. This position will have contact with utility customers.

ESSENTIAL JOB FUNCTIONS:

- A. Primary responsibilities include operating, monitoring and maintaining the AMI metering equipment, related components, and manual meter reading as needed for proper regulation of water usage and customer billing.
- B. Participates in meter related programs including meter installations, meter replacements, meter testing, meter cable replacements and testing on other related components essential for a trouble free meter read reporting system.
- C. Performs water service line repairs for all metered services, including AMS replacements.
- D. Performs testing and repairs to commercial water meters.
- E. Performs water service turn on and turn off procedures.
- F. Researches, analyzes and interprets electronic data using various forms of electronic devices and related software to resolve and respond to customer inquiries, water usage, work orders and daily work assignments.
- G. During cycle maintenance checks for leaks, reports and repairs minor acts of vandalism to meter equipment.
- H. Assist customer service personnel in resolving customer concerns and completing work orders.
- I. Assists with verification of water plans, bluestaking and repair of water mains and fire hydrants.
- J. Enforces and monitors water theft security.

- K. May assist with maintenance of water distribution components and water production equipment.
- L. May assist with water quality sampling, transporting samples to a laboratory and conservation outreach efforts.
- M. Maintains regular and reliable attendance.
- N. Other duties as assigned.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES:

- Knowledge of applicable Town, state and federal statutes, ordinances, codes, rules and regulations governing water utility.
- Knowledge of the operations and maintenance of automated water metering systems, repair and installation methods, material and equipment.
- Knowledge of customer service methods and techniques.
- Skill in customer service and communicating with customers.
- Skill in analyzing and interpreting data using various forms of electronic devices and software programs. Electronic devices include but are not limited to, iPads, laptops, Trimble and Sensus programming units, command link and UniPro communicators. Software programs include but are not limited to Microsoft Office, utility billing system software, analytical and data capturing software.
- Skill in interpreting and applying relevant Town, state and federal statutes, ordinances, codes, rules and regulations governing water utility.
- Ability to communicate both verbally and in written communication.
- Ability to establish and maintain effective working relationships.

MINIMUM QUALIFICATIONS:

- A high school diploma or GED.
- One (1) year experience in public water utility; **OR**
- An equivalent combination of education and experience.
- Must obtain and maintain a Grade I Water Distribution certificate issued by the Arizona Department of Environmental Quality within one (1) year of employment.
- Must be able to lift up to 60 lbs. on a regular basis.
- Must be able to walk long distances and work in extreme weather conditions including heat, cold and rain.
- Must possess at time of application and maintain a valid Arizona driver's license while employed by the Town.

ENVIRONMENTAL FACTORS and WORKING CONDITIONS:

- Work is performed in an indoor and outdoor environment.
- Position is subject to after-hours call out 24/7.
- Position is included in an on-call rotation.