



FEBRUARY 2022
FLSA: NON-EXEMPT

UTILITY SERVICE WORKER I/II

DEFINITION

Under direct (I) or general (II) supervision, performs a variety of semi-skilled and skilled work in the scheduled and emergency installation, servicing, repair, operation, and maintenance of the District's water distribution facilities, systems, and related equipment, including fire service connections and protection; operates light- to medium-sized motorized equipment; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives immediate (I) or general (II) supervision from assigned Supervisor. Exercises no supervision of staff. May provide technical and functional direction to less experienced staff.

CLASS CHARACTERISTICS

Utility Service Worker I: This is the entry-level class in the Utility Service Worker series. Initially under close supervision, incumbents with basic maintenance and/or construction experience learn District water distribution infrastructure, systems, and facilities, use of tools and equipment, and a wide variety of practices and procedures related to water distribution utilities. Positions at this level usually perform most of the duties required of the positions at the II level but are not expected to function at the same skill level and usually exercise less independent discretion and judgment in matters related to the work procedures and methods. Work is usually supervised while in progress and fits an established structure or pattern. Exceptions or changes in procedures are explained in detail as they arise. As experience is gained, assignments become more varied and are performed with greater independence.

Utility Service Worker II: This is the journey-level classification in the Utility Service Worker series. Incumbents are expected to perform the full range of duties required to ensure that District water distribution infrastructure, systems, and facilities to which assigned are maintained in a safe and effective working condition and provide the highest level of safety for public use. Responsibilities include inspecting and attending to assigned areas in a timely manner, and performing a wide variety of tasks in the operation, maintenance, and repair of assigned facilities and systems. Positions at this level receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the work unit. This class is distinguished from the Senior Utility Service Worker in that the latter is responsible for technical and functional direction over lower-level Utility Service Worker staff and is capable of performing the most complex duties assigned to the division.

Positions in the Utility Service Worker class series are flexibly staffed and positions at the II level are normally filled by advancement from the I level; progression to the II level is subject to management approval and is dependent on the incumbent (i) performing the full range of duties assigned to the II level, and (ii) acquiring the knowledge, skill, licenses, certificates, and experience necessary to meet the minimum qualifications for the II level of the series.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

Positions assigned to the entry (I) level of the series may perform some tasks in a learning capacity.

- Performs a variety of semi-skilled and skilled work to construct, inspect, maintain, and repair water distribution pipelines, valves, meters, mains, fire hydrants, and related appurtenances; inspects and tests lines in the distribution system.
- Locates, repairs, maintains, and/or replaces service lines, main lines, fire service and fire hydrants; locates and repairs leaks in water distribution main lines, service lines, pumps, valves, and related facilities and appurtenances in routine and emergency situations.
- Performs asphalt and concrete repair and patchwork; performs backfill excavation and compaction; removes trees, brush, and debris from right-of-ways to access main lines and laterals.
- Reads and interprets maps and diagrams in the performance of the work.
- Observes safe work methods and makes appropriate use of related safety equipment as required.
- Operates a variety of hand and power tools and equipment related to work assignment as instructed.
- Operates heavy equipment including tractors, trucks, rollers, loaders, forklifts, and backhoes.
- Tests and monitors manholes for dangerous gases and uses proper safety precautions when entering underground areas
- Maintains equipment and work areas in a clean and orderly condition, including securing equipment at the close of the workday.
- Locates and marks underground utilities.
- Installs and maintains street barricades and cones, and controls traffic around work sites to ensure safe conditions for the general public and District workers.
- Provides needed information and demonstrations concerning how to perform certain work tasks to new employees in the same or similar class of positions.
- Answers inquiries from citizens regarding work performed; maintains accurate records of work performed.
- Responds to after-hours emergencies and assists other maintenance crews as needed and in emergency or relief situations.
- Performs related duties as assigned.

QUALIFICATIONS

Some knowledge, skills and abilities may be at a learning capacity by positions at the entry (I) level:

Knowledge of:

- Maintenance principles, practices, tools, and materials for maintaining and repairing water distribution systems, including water hydraulics, valves, pipe materials and water service components.
- The operation, care, and servicing of heavy power-driven equipment.
- The operation and minor maintenance of a variety of hand and power tools, vehicles, and power equipment.
- Basic techniques of plumbing, painting, welding, and electrical maintenance and repair.

- Techniques of concrete finishing and repair.
- Traffic control procedures and traffic sign regulations.
- Shop and field arithmetic.
- Safety equipment and practices related to the work, including the handling of hazardous chemicals.
- Safe driving rules and practices.
- Basic computer software related to work.
- English usage, spelling, vocabulary, grammar, and punctuation.
- Techniques for providing a high level of customer service to public and District staff, in person and over the telephone.

Ability to:

- Perform construction, modification, maintenance and repair work on water distribution systems, facilities and equipment such as found in the District.
- Set up and operate traffic area construction zones, including cones, barricades and flagging.
- Locate underground utilities by use of prints and electronic locating equipment in accordance with Underground Service Alert (USA) regulations.
- Troubleshoot maintenance problems and determine materials and supplies required for repair.
- Make accurate arithmetic calculations.
- Read and interpret construction drawings and specifications.
- Perform skilled oxygen and acetylene cutting functions and arc welding repair and fabrication tasks.
- Safely and effectively use and operate hand tools, mechanical equipment, power tools, and equipment required for the work.
- Safely and effectively use and operate assigned heavy equipment.
- Perform routine equipment maintenance.
- Maintain accurate logs, records and basic written records of work performed.
- Follow department policies and procedures related to assigned duties.
- Understand and follow oral and written instructions.
- Organize own work, set priorities and meet critical time deadlines.
- Use English effectively to communicate in person, over the telephone and in writing.
- Use tact, initiative, prudence, and judgment within well-defined policy and procedural guidelines.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be

Utility Service Worker I/II: A high school diploma or satisfactory equivalent.

Utility Service Worker I: One (1) year of experience in the operation, maintenance, and/or repair of underground utilities.

Utility Service Worker II: Two (2) years of experience in the operation, maintenance, and/or repair of underground utilities, or one (1) year of experience equivalent to the Utility Service Worker I at the District.

Licenses and Certifications:

Utility Service Worker I/II:

- Possession of a valid California Driver's License and a satisfactory driving record.
- Possession of, and ability to maintain, a valid Grade I Water Distribution Operator Certificate issued by the State Water Resources Control Board.

Utility Service Worker I:

- Possession of, or ability to obtain, a valid California Class A driver's license within six (6) months of appointment.

Utility Service Worker II:

- Possession of a valid California Class A driver's license and a satisfactory driving record.

PHYSICAL DEMANDS

Must possess mobility to work in the field; strength, stamina, and mobility to perform medium to heavy physical work, to work in confined spaces, around machines and to climb and descend ladders, and operate varied hand and power tools and construction equipment; to operate a motor vehicle and visit various District sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone or radio. The job involves fieldwork requiring frequent walking of long distances in operational areas to identify problems or hazards. Finger dexterity is needed to access, enter and retrieve data using a computer keyboard or calculator and to operate above-mentioned tools and equipment. Positions in this classification bend, stoop, kneel, reach, and climb to perform work and inspect work sites. Employees must possess the ability to lift, carry, push, and pull materials and objects weighing up to 75 pounds and heavier weights with the use of proper equipment.

ENVIRONMENTAL ELEMENTS

Employees work in the field and are exposed to loud noise levels, cold and hot temperatures, inclement weather conditions, road hazards, vibration, confining workspace, chemicals, mechanical and/or electrical hazards, and hazardous physical substances and fumes. Employees may interact with upset staff and/or public and private representatives, and contractors in interpreting and enforcing departmental policies and procedures.

WORKING CONDITIONS

Required to be on-call and to work various shifts or emergencies on evenings, weekends, and/or holidays.