

CITY OF BEAVERTON

Water Quality Technician

General Summary

Maintain the quality of water through monitoring and sampling required by the Department of Human Services. Identifying, investigate and respond to customer inquiries and complaints with regard to the City's water quality.

Key Distinguishing Duties

Monitor the quality of the City's water supply as it relates to water testing, sampling, monitoring and notification. This position is also responsible for assisting in operating and maintaining water quality through the computerized telemetry system.

Essential Functions

Depending upon assignment, the incumbent may perform a combination of some or all of the following duties, which are a representative sample of the level of work appropriate to this class.

1. Monitors the City's water quality through routine sampling to meet DHS regulations. Test internally or take samples to labs for testing according to established guidelines and state regulations.
2. Perform daily rounds and security checks of all City water facilities. Using instruments, monitor water quality and adjust appropriate levels of chemicals including chlorine residuals and fluoride levels. Refer non-routine issues to supervisor.
3. Assist in the maintenance, troubleshooting and repairs of equipment and machinery of the City water distribution system, including the computerized telemetry system, pump stations, master metering stations, reservoirs, pressure reducing stations and other related valves and equipment.
4. Assist in the monitoring and maintenance of system performance levels. Respond to and correct telemetry system alarms, power failures, communication failures, pump failures and other problems related to water system operations.
5. Maintain the City's water quality records, including documentation of all inquiries and monitoring tasks performed. Assists, prepares and transmits water quality reporting information to DHS under direction of supervisor.
6. Perform maintenance and upkeep of the water quality monitoring stations.
7. Participates in the rotation of after hour water emergency calls and system alarms.

8. Compile, record and maintain a variety of sampling record logs, reports and files in compliance with federal, state and local mandates. Complete proper project paperwork. Participate in the preparation of water quality reports.
9. Maintain storage and inventory control of materials and chemicals to ensure safety and health effects. Track, monitor and document chemicals and materials usage.
10. Conduct preventative and general maintenance on a variety of large and small water treatment process equipment and systems instrumentation.
11. Monitor current industry and regulatory trends as they relate to water quality issues, and advises management regarding these issues.
12. Upgrade sampling plan as necessary to pursuant to DHS rules. Prepare and submit water-quality-related regulatory reports to supervisor.
13. Under the direction of the supervisor, establish new programs and upgrade existing programs for monitoring all regulated water contaminants. Change or adapt all programs as the populations and requirements change within the City.
14. Provide excellence in both internal and external customer service. Respond to all customer inquiries regarding water quality related issues. This includes site visitations to physically examine reported problems and/or issues and respond to concerns. Create a positive experience for customers through professional and courteous behavior and creative problem resolution. Focus on producing high quality results.
15. Contact customers regarding future work to be performed in their area. Develop and prepare correspondence to customers and/or businesses as needed.
16. Assist crew in installing, maintaining or repairing the City's various underground lines as assigned. Assist crews in emergency situations as necessary.
17. Participate in department/division/section operational processes including procedure development and implementation.
18. Represent the City to the public in operational functions as required. Advance and protect the interests of the City and its citizens in all matters.
19. Develop safe work habits and follow all required safety policies, procedures and techniques. Contribute to safety of self, co-workers and the general public.
20. Produce an acceptable quantity and quality of work that is completed within established timelines.
21. Participate in the City Emergency Management program including classes, training sessions and emergency events.
22. Follow standards as outlined in the Employee Handbook.
23. Support and respect diversity in the workplace.

Other Functions

1. Perform related duties of a similar scope and nature.

Knowledge Required for Entry

- ◆ Advanced knowledge of federal, state and local water laws, regulations and codes pertaining to drinking water quality, sampling and monitoring.
- ◆ Advanced knowledge of potential drinking water contamination sources.
- ◆ Advanced knowledge of principle and practices of water sampling, testing and monitoring techniques and protocols for each parameter for which samples are collected or monitored.
- ◆ Advanced knowledge of safety practices and procedures related to water sampling, water testing, equipment operations and maintenance and the handling of hazardous chemicals.
- ◆ Working knowledge of safety practices and procedures related to water meter installation, repair and maintenance.
- ◆ Working knowledge of chemicals and chemistry required to maintain water quality.
- ◆ Working knowledge of potable water distribution and other underground utilities.
- ◆ Working knowledge of all instrumentation and equipment used to monitor and maintain water quality.
- ◆ Working knowledge of meter installation, water distribution, and repair and maintenance of water distribution system.
- ◆ Working knowledge of basic arithmetic and mathematics principles.
- ◆ Working knowledge of English grammar, spelling and usage.
- ◆ Basic knowledge of general construction processes.
- ◆ Basic knowledge of practices and principles of public/business administration.

Skills/Abilities Required for Entry

- ◆ Advanced ability to monitor and interpret results produced by sampling and provided by instrumentation and testing.
- ◆ Strong ability to operate and make adjustments to all instrumentation and equipment used to monitor and maintain water quality.
- ◆ Ability to maintain and make simple repairs to equipment and instruments.
- ◆ Advanced ability to operate telemetry equipment and interpret its functions.
- ◆ Advanced ability to maintain accurate records.
- ◆ Strong ability to repair, maintain and replace water meters and boxes.
- ◆ Ability to read maps and blueprints.
- ◆ Ability to operate large and small hand tools.
- ◆ Ability to participate on a team focused on producing high quality results.
- ◆ Ability to establish and maintain effective working relationships with employees, contractors, other agencies, public officials and the general public.
- ◆ Strong ability to apply excellent internal and external customer service skills.
- ◆ Strong ability to communicate effectively both orally and in writing with diverse customers, employees, contractors, other agencies, public officials and the general public.
- ◆ Strong ability to use a keyboard and word processing, spreadsheet programs or other application software as required for position.
- ◆ Ability to use general office equipment including typewriter, adding machine and copier.

Minimum Qualifications Required for Entry

High school diploma or GED and 4 years experience in a water distribution and/or treatment environment, with required experience in water quality monitoring/sampling/testing, telemetry and customer service, or an equivalent combination of education and experience enabling the incumbent to perform the essential functions.

Licensing/Special Requirements

- ◆ Positions in this classification are required to possess a valid driver's license and the ability to meet the City's driving standards.
- ◆ Oregon Health Division Water Distribution Operator 2 required at time of hire.
- ◆ Oregon Health Division Water Treatment Operator 1 certificate required at time of hire.
- ◆ Oregon Traffic Flagging certificate required within three months of employment.

Working Conditions

Regular focus on a computer screen; daily precise control of fingers and hand movements; daily standing for prolonged periods; weekly lifting, moving and carrying of objects over 50 pounds; frequent crouching, crawling, bending, kneeling, or stooping; daily exposure to hazardous chemicals; daily work in confined areas; frequent dealing with distraught or difficult individuals; occasional attendance at meetings or activities outside of normal working hours; daily operation of a motor vehicle on public roads.

Classification History

Classification created: May 2004

Revised: November 2004

Revised: 1/1/09

Status: SEIU

FLSA: Non-exempt

Department Head Signature

Human Resources Signature

Date

Date