

**Kent County Water Authority  
Night Laborer 2nd shift Person**

**3:30pm-11:30pm**

**Hourly Position**

**Position Reporting To: Senior Manager/Operations**

**GENERAL PURPOSE**

Under general supervision, performs a wide variety of semi-skilled and skilled tasks in the installation, repair and maintenance of the Kent County Water Authority's distribution mains, service line laterals and related appurtenances to supply residential, commercial, industrial, and performs related duties as assigned. Perform field duties relative to customer related issues. Under general supervision, performs a variety of customer service functions in the field; conducts investigations to determine the causes of customer billing problems. Repairs or submits work orders to correct meter problems; handles the more difficult, sensitive and escalated water waste investigation and customer service situations; and performs related duties as assigned.

**DISTINGUISHING CHARACTERISTICS**

Laborer/Service Person I is the entry-level category. Generally under direct supervision, personnel learn and perform a variety of semi-skilled and skilled duties in the installation, maintenance and repair of the Kent County Water Authority's water distribution systems, facilities and equipment. This class is alternately staffed with Laborer/Serviceperson II, and personnel may advance to the higher level after gaining experience and demonstrating proficiency that meet the qualifications for the higher-level class.

Laborer /Serviceperson II is considered the skilled, journey-level class in this category. Under general supervision, personnel perform the full range of assigned duties with a significant degree of independence and sound judgment. Work requires the experience and knowledgeable application of a wide variety of field related infrastructure and customer service methods and practices carried out in conformance with Kent County Water Authority Rules, Regulation and Policies, as well as applicable safety and traffic control regulations. This class differs from Laborer/ Serviceperson I in the experience and skill level required and the personnel knowledge of the Kent County Water Authority's distribution system, equipment, facilities, standards and procedures. In the absence of a Distribution System Crew Leader, personnel may perform as the lead worker on a small crew.

## **ESSENTIAL DUTIES & RESPONSIBILITIES**

The duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment or requirement to the daily operations of the Authority.

Inspects equipment to ensure proper functioning, minimize interruptions in water production and transmission, and alleviate costly repairs. Understanding the SCADA computer system, understanding gauge reading, charts and trends and operate pumps and related equipment. Additional duties include performing building, pump stations, tank sites and grounds for security purposes. Also, nightly cleaning of front office area, including restrooms, break rooms, trash removal and vacuuming. Perform samples at treatment plant, and print out and file reports at the conclusion of each shift.

Performs skilled and semi-skilled work in the installation, repair and maintenance of service line laterals, water mains and associated distribution system facilities for potable water; constructs, repairs and maintains office and water system facilities; carries out duties with careful attention to Kent County Water Authority and all other applicable safety, traffic and environmental regulations, including regulations regarding air quality, dust control and work on asbestos concrete pipe and treatment water system facilities.

Fulfills requests relative to line locations and/or locates mains, service line laterals and valves by quad sheets, GIS maps, or correlation equipment; locates and verifies all intersecting utilities by hand digging; determines site is ready to work, based on required permits and dig safe procedures; establishes a safe work zone/area upon arrival at work site; sets up traffic control and barricade equipment to meet requirements of the job and applicable safety procedures and RIDOT regulations; retrieves any required parts, materials and equipment.

Performs skilled and semi-skilled work in the repair, relocation, adjustment and replacement of service line laterals; troubleshoots and analyzes causes of leaks; determines the amount of hand digging required; hand digs as directed in sidewalks, streets, trenches and culverts, following safe digging practices and shutdown procedures, using hand and power tools; exposes mains and lines, installs and removes various types of trench shoring/shielding; assesses damage and determines materials required to make repairs; cleans out around damaged areas; removes excess water; operates large and small valves to shut-off and turn on water service; disconnects meters and installs adapters and fittings to repair service lines; back fills, compacts excavations to meet varying municipal and state requirements.

Performs skilled work in installing, assembling, laying and aligning new service line laterals; establishes stable main and pipe base when necessary; cuts pipes using saws, pipe cutters, and other tools; performs main taps under pressure or following main shutdowns.

Performs skilled and semi-skilled work in the repair of water mains; assists in the system shutdown process; assists in excavating and prepares main for repair; flushes mains following applicable environmental requirements; installs temporary asphalt patches; repairs or replaces blow off assemblies.

Performs lock out/tag out procedures, using appropriate devices; notifies supervisor and office personnel of system shutdowns; affixes identification tags; removes devices and reenergizes the system.

Works in vaults and other confined spaces, utilizing proper safety techniques and equipment in accordance with Kent County Water Authority and departmental safety policies and procedures; lifts and removes vault lids; ventilates vaults; performs vault repairs.

Inspects, tests and performs preventative maintenance on valves; uses system maps, as-built ties and locating equipment to locate missing and paved over valve boxes; determines water flow direction and performs required main shutdown procedures; inspects, installs, troubleshoots, aligns, repairs and replaces corporation stop, and curb stop valves under pressure or following main shutdowns.

Repairs, replaces, installs and performs preventative maintenance on air vacuum/air release devices; makes modifications to prevent potential cross-connections; installs new and repairs existing laterals using a variety of pipe materials, couplings and pipefitting hardware.

Notifies property owners of service interruptions; provides information regarding the work being performed; responds to questions and complaints from property owners and the public regarding repair work and main shutdowns.

Notifies office personnel and supervisor of private property damage; notifies Operations in the event of large main shutdowns.

Installs, repairs, replaces and maintains public fire hydrants to meet manufactures requirements; excavates fire hydrants and exposes laterals and mains; replaces laterals; schedules cast iron main replacements by a contractor.

Inspects, constructs, repairs and maintains water distribution systems, including pipelines of varying diameters, blow off assemblies, manholes and other appurtenances; follows disinfection procedures for tools, equipment and personnel exposed to reclaimed water.

Operates dump trucks and company vehicles, compressors, hydraulic pumps, tapping machines, concrete saws, valve machines, pneumatic jackhammers, pipe cutters, power generators, compactors and tampers and a wide variety of other hand and power equipment; checks pre-operating condition of equipment; ensures proper loading and unloading of tools and equipment; cleans and maintains tools and equipment.

Documents work performed on work order packets; utilizes mobile computer and software to access facility maps, communicate with dispatch and order materials and supplies; completes a variety of forms.

## **OTHER DUTIES**

Provide for any and all other related duties or assignments for performance of utility or operational tasks, as required or assigned including, but not limited to: meter reading and billing activities, , general facilities maintenance interior as well as exterior, customer service visits contact with customers and others having business with the KCWA. Uses a laptop and applicable software to perform DigSafe duties. Determines materials required to complete work orders and projects.

Fills in for a Distribution System Crew Leader to perform small crew related repairs.

Develops daily routes; makes field investigations of high consumption complaints; reviews account consumption patterns and history, including prior field investigations of customer meters; performs situational and functional field tests for meter accuracy and usage; determines whether water leaks or broken or defective meters are causes; recommends methods for correcting problems that are the property owner's responsibility; explains water conservation options; submits investigative findings and recommendations for action by office Customer Service staff; notifies customers of action taken and results.

Responds to difficult customer relations situations, involving upset and dissatisfied customers, requiring sensitivity and good judgment; takes action to resolve complaints where appropriate.

Conducts on-site water audits regarding high consumption patterns at residential and commercial properties at customer request; identifies primary sources of customer water usage and recommends changes or repairs to reduce usage or water waste; provides information and referrals on water conservation techniques, equipment improvements and other methods of achieving more efficient water use.

Provides tips for customers on water conservation methods, techniques for eliminating water waste and more efficient irrigation techniques; answers questions on how to improve the efficiency of water use in specific situations; provides information on conducting at-home audits of potential causes of water waste.

Conducts water waste investigations as assigned.

Documents data on customer service investigations and work requests.

Performs field collections on difficult delinquent accounts.

Performs shutoff notification and collection duties. Properly fills out associated paperwork documentation. Performs customer related response to complaints in water service and associated paperwork documentation.

Perform facility maintenance, cleaning, painting, repair, landscape work and associated duties.

Properly completes forms, and associated paperwork documentation for all duty assignments.

Must be able to provide services for field layout and DigSafe notification marking, as necessary with the ability to proficiently read blue prints, drawings, service cards and understand work slip designation for routings.

Must be willingly available to provide necessary and emergency duties for system repair or maintenance on an emergency basis, nights, weekends and holidays or as system demands or when called or assigned duties.

Must participate in and perform holiday and weekend duty for production, treatment, pumping and storage facilities operation and maintenance as required and necessary to perform routine checks, inspections and other associated activities as required by the duty or work assigned.

Must be capable of accurately articulating and detail in writing work efforts, and/or unusual situations in the preparation of daily reports, task sheets and other documentation as directed by the KCWA and required to document all activities in accordance with all state and/or federal rules and regulations.

Performs daily vehicle inspections, cleans vehicles and conducts vehicle tool inventory.

Provide services to perform system sampling for laboratory and field evaluation of system components, as required or assigned.

## **MINIMUM QUALIFICATIONS**

The level and scope of the knowledge and abilities listed below vary.

### **Knowledge of:**

Uses and operations of power and hand tools and equipment common to water utility industry construction and maintenance; basic trenching and shoring methods and techniques; basic pipe materials, fittings and pipefitting tools and methods; methods for the safe operation of trucks, loaders and related equipment; shop mathematics; safe and sanitary work methods, safety practices and safety regulations pertaining to the work. Kent County Water Authority Rules and Regulations, policies and procedures.

**Ability to:**

Perform skilled tasks in the maintenance of water mains and lines; safely operate and maintain tools and equipment; understand, interpret and apply detailed work procedures and standards applicable to repair, maintenance and installation of distribution system mains, service lines, valves and other devices and facilities; use PCs and laptop computers to access, read and interpret plans, maps and facility record drawings; follow oral and written instructions; select appropriate methods and techniques applicable to differing devices, equipment and conditions; use independent judgment and exercise initiative in daily work activities; assist in the supervision and training of less experienced personnel; estimate necessary materials and equipment to complete assignments; communicate clearly and courteously with property owners and the public; establish and maintain effective relationships with those encountered in the course of the work.

**Training and Experience:**

A typical way of obtaining the knowledge, skills and abilities outlined above is:

Laborer/Serviceperson II – four years of experience in utility or public works-related maintenance and construction work.

A Laborer/Serviceperson I may be considered for advancement to Laborer/Serviceperson II after demonstrating proficiency to perform the full range of duties at this level and obtaining RIDOH Drinking Water Quality license D2 and T2. Proficiency criteria and the process for demonstrating performance at the levels evaluated jointly by Director of Operations.

Typically, a Laborer/Serviceperson II is expected to be capable of meeting proficiency criteria within a 24 month period, depending on an individual's prior experience and progression in performing the full range of Laborer System Serviceperson II duties as described in the established performance criteria.

**Licenses; Certificates; Special Requirements:**

Must have a State of Rhode Island Water Supply and Treatment Class 2T and Class 2D within four years of employment to advance to this position. Training may be provided, or be made available, with the Operator being solely responsible to obtain the necessary licensing from the State of Rhode Island within one year of being hired. Must have a valid State of Rhode Island Motor Vehicle Drivers License and a safe driving record.

**PHYSICAL & MENTAL DEMANDS**

The physical and mental demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

### **Physical Demands:**

While performing the duties of this job, the employee is regularly required to use hands to finger, handle, feel or operate objects, tools or controls and reach with hands and arms. The employee frequently is required to stand, sit, and talk or hear in-person conversations or operating equipment sounds or signal warnings. The employee is regularly required to walk; climb or balance; stoop, kneel, crouch or crawl. The employee must regularly lift and/or move up to 50 pounds and occasionally over 50 pounds.

Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and the ability to adjust focus.

Employees in this class are frequently required to wear respirators. In accordance with OSHA regulations, employees are prohibited from having facial hair that impairs the effectiveness of respirator equipment. Reasonable accommodations may be made to enable individuals with disabilities to perform essential duties of the class as they relate to this requirement.

### **Mental Demands:**

While performing the duties of this class, employees are regularly required to use written and oral communication skills; read and interpret data, information and documents; analyze and solve problems; use math and mathematical reasoning; observe and interpret conditions and situations; learn and apply new information or new skills; work under deadlines with constant interruptions; and interact with Kent County Water Authority staff, other organizations and the public. The employee is occasionally required to deal with dissatisfied or quarrelsome individuals.

### **WORK ENVIRONMENT**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The employee regularly works in extreme outside weather conditions and in or near street traffic with significant exposure to unsafe or hazardous drivers. The employee regularly works near moving mechanical parts, is exposed to wet and/or humid conditions and vibration and works in precarious places. The employee frequently works in vaults and confined places. The employee frequently works on slippery or uneven surfaces and is occasionally exposed to fumes or airborne particles, sewage, toxic or caustic chemicals, and risk of electrical shock. The noise level in the work environment is frequently loud.