

Position Guide
Date: March 23, 2026
Hourly Position

Company: Kent County Water Authority
Type: Operator II
Position Reporting To: Chief of 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 (KCWA) transmission and distribution mains, service line laterals and related appurtenances to supply residential, commercial, and industrial customers. Performs field duties relative to distribution system maintenance programs. Under general supervision, operators also perform related duties as assigned.

DISTINGUISHING CHARACTERISTICS

Operator 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 KCWA's water distribution system, facilities and equipment. This class is alternately staffed with Operator II, and personnel may advance to a higher level after gaining waterworks experience, licensing, and demonstrating proficiency that meets the qualifications for the higher-level class.

Operator 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 to KCWA rules and regulations and policies, as well as applicable safety and traffic control regulations. This class differs from Operator I in the experience and skill level required and the personnel's knowledge of the KCWA's distribution system, equipment, facilities, standards and procedures. In the absence of a Senior/Junior Foreman, 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.

Water System Installation, Maintenance & Repair

Perform skilled and semi-skilled work in the installation, repair, and maintenance of water mains, service line laterals, and distribution system components.

Install, assemble, align, and tap water lines (under pressure or during shutdowns).

Diagnose system issues, including leaks and failures, and complete necessary repairs.

Install, repair, and maintain fire hydrants, valves, blow-offs, and related infrastructure.

Assist with system shutdowns, flushing, and restoration of service.

Excavation & Utility Work

Perform excavation in streets, sidewalks, trenches, and confined areas using hand and power tools.

Install trench shoring and maintain safe excavation practices.

Backfill and compact excavations in compliance with municipal and state standards.

Locate underground utilities using GIS, maps, and field equipment; verify locations through safe digging practices.

Ensure all work sites meet Dig Safe and permitting requirements.

Inspection & Preventative Maintenance

Inspect, test, and maintain valves, pipelines, and other system components.

Locate and access buried or obstructed system assets such as valve boxes.

Perform routine and preventative maintenance to ensure system reliability and regulatory compliance.

Safety & Regulatory Compliance

Follow all KCWA policies and applicable safety, environmental, and traffic regulations.

Establish and maintain safe work zones, including traffic control in accordance with RIDOT standards.

Perform lockout/tagout procedures and confined space entry in compliance with safety protocols.

Maintain proper disinfection practices when working with water system components.

Equipment Operation

Operate a variety of vehicles and equipment including dump trucks, compressors, pumps, tapping machines, saws, and jackhammers.

Conduct pre-operational inspections and ensure proper handling of tools and equipment.

Maintain equipment in safe and working condition.

Customer Service & Communication

Communicate with property owners and the public regarding service interruptions and ongoing work.

Respond to questions and concerns in a professional and courteous manner.

Documentation & Reporting

Accurately complete work orders and required documentation.

Utilize mobile technology and software to access system maps, track work activities, and manage materials.

OTHER DUTIES

KCWA believes strongly in the importance of cross-training to fulfill all duties of the Authority under all circumstances. All Operators will understand the functions of all positions within the Authority for emergency operations as well as continuity of operations.

Cross-Training & Operational Support

Participate in cross-training to understand and support all operational functions within the Authority.

Assist in maintaining continuity of operations during emergencies and staffing shortages.

Fill in for Distribution System Crew Leader as needed to support small crew operations and repairs.

Perform other related utility and operational tasks as assigned, including meter reading and billing support.

Customer Service & Field Investigations

Conduct field investigations related to high water consumption and customer complaints. Analyze usage patterns, inspect meters, and perform functional tests to determine causes (e.g., leaks, faulty meters).

Provide recommendations to customers regarding repairs, water conservation, and efficiency improvements.

Conduct on-site residential and commercial water audits and educate customers on conservation practices.

Respond to and resolve complex customer service issues with professionalism and sound judgment.

Perform shutoff notifications, collections activities, and service-related follow-ups.

System Monitoring, Sampling & Compliance

Perform system sampling for laboratory and field evaluation as required.

Utilize laptops and mobile software to perform Dig Safe duties and access system data.

Determine materials, tools, and resources required for work orders and projects.

Facilities & General Maintenance

Perform general facility maintenance including cleaning, painting, repairs, and landscaping. Maintain both interior and exterior Authority properties.

Documentation & Reporting

Accurately document all work performed, including daily reports, task sheets, and incident details.

Ensure all documentation complies with applicable state and federal regulations.

Equipment & Vehicle Maintenance

Conduct daily vehicle inspections and maintain cleanliness of vehicles.

Manage and maintain proper inventory of tools and equipment.

Emergency Response & On-Call Duties

Participate in on-call rotation and respond to emergencies as required, including nights, weekends, and holidays.

Support emergency system repairs and operational needs to ensure uninterrupted service.

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. KCWA 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:

Operator II – four years of experience in utility or public works-related maintenance and construction work. Specific experience in waterworks construction related to hydrants, valve insertion, water main tapping, and hydro/pneumatic excavation techniques.

Operator I may be considered for advancement to Operator 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 Chief of Operations.

Typically, Operator 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 Operator II duties as described in the established performance criteria.

Licenses; Certificates; Special Requirements:

Operator must have a State of Rhode Island Water Distribution and Treatment Class 2T and Class 2D within two years of employment to advance to this position. Training may be provided, or be made available, with the Operator being solely responsible for obtaining the necessary licensing from the State of Rhode Island within one year of being hired. This is inclusive of State of Rhode Island Water Distribution and Treatment Class 1D and 1T. Must have a valid State of Rhode Island Motor Vehicle Driver's License (or comparable alternative) 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 accommodation 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 accommodation 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 accommodation 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.