

CITY OF OAK HARBOR

JOB DESCRIPTION

Title: *Lead Water Specialist*
Department: *Public Works*
Reports To: *Public Works Operations Manager*
Status: *Non-exempt / Non-union*

Job Summary:

The Lead Water Specialist is responsible for day-to-day water division customer services, crew supervision, maintenance, safety, duty call out and operations; leads, directs, and instructs assigned water specialists, crews, and special project teams. The lead performs difficult, as well as regular and recurring, troubleshooting, maintenance, installation, customer service, rounds and repair work requiring extensive knowledge of the City's water system, public health, safety, equipment and facilities. The lead schedules and allocates work as directed, checks in-progress and finished jobs, attends construction meetings, inspects construction projects by contractors, ensures regulatory compliance, performs maintenance management functions, and also assists with budget and project planning. Assumes responsibility for water related work in the absence of the Operations Manager.

Essential Job Functions:

Work activities involve multiple skills and may include any or all of the following depending on area of assignment, crew needs, emergency services, special projects, and seasonal factors:

1. Lead and direct water division day-to-day activities; allocate work projects, resources, materials and equipment to assigned staff and work crews, along with work plans and instructions.
2. Assist in budget and equipment planning and developing priorities, project and site plans, resources and other matters. Coordinate plans with other divisions as necessary.
3. Coordinate a variety of day-to-day division activities such as purchasing supplies, installations, customer services, and administrative functions.
4. Provide continuous information and training for conducting work according to sound safety standards, policies and practices; assure participation of all employees in daily, weekly and ongoing meetings and workshops.
5. Train, direct, and assign duties to water specialists and seasonal workers. Assist in hiring, monitor work performance, serve as a resource and coach to crews, provide information for performance evaluations, recognizing accomplishments or referring disciplinary actions. Provide feedback to employees and supervisors and assure ongoing training and continued education.
6. As a working lead, perform difficult as well as regular field, office, and customer service duties such as rounds, troubleshooting, maintenance, installation, repair, locates, duty call out, and equipment and vehicle servicing.
7. Assist in coordinating construction and development projects as well as water division projects.
8. Devise and adapt tools, aids, equipment, work methods and procedures to enhance customer service and accomplish work assignments.
9. Manage the water telemetry system: analyze, interpret, identify trends, and report and respond appropriately.
10. Respond, with the Operations Manager, to emergency service matters, direct crew activities, and help coordinate water division activities with Fire, Police, and other agencies.
11. Establish and maintain cooperative and effective working relationships with City officials, supervisors, co-workers, other departments, vendors, intergovernmental agencies, customers and the general public. Respond to inquiries and resolve concerns in a positive and timely manner using tact and courtesy, sometimes under stressful situations.
12. Coordinate the division's response to customer and public inquiries and oversee or perform duties such as assessing concerns or complaints, problem solving, and follow-up with customers or the public, water specialists, supervisory personnel, or other colleagues.
13. Direct and perform designated duties of the Operations Manager as appropriate in handling day-to-day complaints, reports, and coordination with other divisions and departments.

Associated Job Functions:

1. Attend various workshops, continuing education, meetings, seminars, and conferences.
2. Perform other duties and responsibilities as assigned.

Performance Requirements (Knowledge, Skills and Abilities):

- Outstanding ability to assess and respond to critical customer service concerns.
- Knowledge and ability to layout jobs and work plans; arrange schedules for crews, equipment parts, and supplies; oversee traffic controls and safety; and conduct meetings and other start-up functions.
- Knowledge of specialized and complex water, reservoir, pump station, water quality, emergency service, telemetry, maintenance, safety, and repair practices and Federal, State, and City regulations.
- Knowledge and ability to lead, train, direct, empower and develop the skills of water specialists, special project teams, and seasonal workers, with the ability to cross train other public works staff.
- Knowledge and ability to back-up the Operations Manager and assist in maintenance management system activities, planning, budgeting, and supervisory functions.
- Knowledge of applicable OSHA/WISHA safety regulations and standards, and the ability to implement, train or ensure training of staff in the safe and effective operation of equipment and facilities.
- Good judgment and problem-solving skills to lead division activities and resolve unusual and complex problems.
- Oral and written communication skills to perform lead duties and provide information, communication, and coordination with City staff, outside agencies and the general public.
- Good customer service skills to communicate effectively with the public in a courteous and helpful manner, and to resolve problems in stressful situations.
- Knowledge of English, spelling, grammar, vocabulary, punctuation and mathematics.
- Flexibility and adaptability to change directions and priorities on short notice, and communicate changes in a positive manner.
- Ability to enforce, interpret, and apply written and oral instructions as well as City ordinances and applicable regulations and standards.
- Ability to represent the water division and crews with other workers, customers, and the general public, and serve as a resource on complex and sensitive problems, issues and complaints.
- Ability to oversee and proficiently operate specialized and departmental equipment such as water trucks, vectors, asphalt/concrete saws, gas powered tampers, single and tandem axle dump trucks, front-end loaders, tractors, equipment trailers and backhoes, as well as hand and power tools.
- Knowledge and ability to maintain Water Specialist II performance requirements such as required for equipment operation, rounds, back flow and telemetry checks, response to emergency calls, customer service and complaints; reading and interpreting blue prints, specifications, maps, and technical materials; sampling and water testing; locates; as well as skills with computers and associated software, the maintenance management system, and mobile radios.
- When assigned Standby Duty, must be able to respond to City owned facilities within 30 minutes.

Working Environment and Physical Demands:

Work is typically performed out-of-doors under dirty, uncomfortable, noisy and hazardous traffic conditions, and in all types of weather conditions. Work requires manual dexterity, hearing and visual acuity, and the ability and stamina to perform heavy manual labor during a work shift; to crawl, climb, bend, twist, stoop, kneel, operate equipment, and perform repetitive moving of items in excess of 50 pounds. Work may be performed in confined spaces, elevated areas using fall restraints, and requires ability to wear and work with respirators and other safety equipment; may involve exposure to hazardous chemicals or bloodborne pathogens. Weekend, holiday and after-hours work are sometimes required, as well as after-hours response to situations and emergencies.

Experience and Training Requirements:

- High school graduation or GED equivalent **with** continuing education and workshops, **and**
- Five (5) years of progressively responsible experience **with** a minimum of three (3) years as a Water Specialist II **and** two (2) years in public works including extensive and complex leadership, training, supervisory skills, and customer services problem solving.
- Must have and maintain Washington State Department of Transportation certification in flagging, traffic control and safety, as well as CPR and Industrial First Aid Certification within six (6) months of hire date.
- Must have and maintain certification as Water Distribution Specialist, Water Distribution Manager II, and Cross Connection Control Specialist.
- Must be able to obtain Water Distribution Manager III Certification within one (1) year of hire date.
- Must be able to obtain and maintain other certifications in specific areas of work as necessary.
- Must pass Criminal Background and Drivers Abstract check prior to hire.
- Must have a valid Washington State Driver's License and a good driving record.

- Must have valid Commercial Driver's License (CDL) Class A with a tanker endorsement, including Medical Certification, at time of hire.
- Must pass drug screening at time of hire and periodically at the City's option thereafter.
- Must be able to obtain security clearance for access to the local Navy base.

A combination of education, training and experience that provides the required knowledge, skills and abilities to perform the essential job functions may be considered.

Established: Hulbert 95

FLSA: Non-exempt

Revised: NWM/HR 7/04, HR/PW 07/05, HR/PW 1/11, HR 3/12, HR 2/15

The statements contained herein reflect general details as necessary to describe the principal functions of this job, the level of knowledge and skill typically required, and the scope of responsibility, but should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned including work in other functional areas to cover absences or relief, to equalize peak work periods, or otherwise to balance the workload.