

DISTRIBUTION AND COLLECTIONS OFFICER IN TRAINING/ I/II

DEFINITION

Under immediate (Distribution and Collections Officer in Training, Distribution and Collections Officer I) or general (Distribution and Collections Officer II) supervision, performs skilled work in the construction, maintenance, operation, and repair of the City's water production and distribution system; uses and operates a variety of manual and power tools and light to heavy power-driven equipment; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives immediate (Distribution and Collections Officer in Training, Distribution and Collections Officer I) or general (Distribution and Collections Officer II) supervision from assigned supervisory or management staff. Exercises no direct supervision over staff.

CLASS CHARACTERISTICS

Distribution and Collections Officer in Training: This is the entry-level classification in the Distribution and Collections Officer series. Initially, under close supervision, incumbents learn and perform routine construction, maintenance, operation, and repair duties related to the City's water production and distribution system.

Distribution and Collections Officer I, As experience is gained, assignments become more varied, complex, and difficult; close supervision and frequent review of work lessen as an incumbent demonstrates skill to perform the work independently. Positions at this level usually perform most of the duties required of the positions at the Distribution and Collections Officer 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 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.

Distribution and Collections Officer II: This is the fully qualified journey-level classification in the Distribution and Collections Officer operator series. Positions at this level are distinguished from the Distribution and Collections Officer I-level by the performance of the full range of duties as assigned, working independently, and exercising judgment and initiative. 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.

Positions in the Water System Operator class series are flexibly staffed; positions at the Distribution and Collections Officer II level are normally filled by advancement from the Distribution and Collections Officer I level; progression to the Distribution and Collections Officer II level is dependent on (i) management affirmation that the position is performing the **full** range

of duties assigned to the classification; (ii) satisfactory work performance; (iii) the incumbent meeting the minimum qualifications for the classification including any licenses and certifications; and (iv) management approval for progression to the Distribution and Collections Officer II level.

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 at the Distribution and Collections Officer in Training and Distribution and Collections Officer I, the level may perform some of these duties and responsibilities in a learning capacity.

- Checks meters and water levels, repairs service line breaks, install water lines and new customer services, repairs meters, installs check valves, performs line locates, coordinates with the office on work orders and customer requests/complaints, remain alert for line breaks or unusual situations, checks pressure at curb stops and hose bibs, tests the accuracy of meters.
- Flushes lines and break down old meters. Performs routine maintenance activities such as trash removal, truck and heavy equipment cleaning and maintenance, building cleaning and maintenance, equipment and tool cleaning, and organizing and restocking parts.
- Reads meters, places door hangers, responds to tum-offs and tum-ons.
- Inspects, maintains and repairs pumps, valves, motors and other equipment located in pump stations and other points within the water distribution system.
- Reports Sanitary Sewer Overflows (SSO's) to State.
- Notifies residents of any interruption of service or of any precautions.
- Cleans and maintains City restrooms, park areas, playground equipment, buildings and other public facilities.
- Cleans up debris from parking lots, walkways, ditches, alleys, streets and storm drains.
- Sprays right-of-ways and other City areas with herbicides; performs weed abatement duties.
- Trims, prunes, plants and maintains City trees; operates a chain saw, chipper, stump digger, and root cutter.
- Mows, edges, fertilizes, and maintains grass and turf; remove weeds, prune shrubs, plant, and maintain plants and flowers; operate a mower, edger, blower, and tractor; apply pesticides.
- Maintains and repairs City sprinkler systems; monitor and make routine corrections to irrigation systems that service parks or other landscaped City areas.
- Inspects and clears obstructions from storm drains.
- Performs routine carpentry and repair work to City facilities and buildings.
- Reads water meters and reports data for billing purposes.
- Performs installations, maintenance, and repair of traffic control signs, pavement markings, and related equipment, cleans graffiti from signs
- Installs and removed banners, flags, Christmas decorations, etc.

- Use sandblasting, pressure washing, and other painting supplies and equipment to remove graffiti from public and private properties.
- Assists with the installation, maintenance, and repair of traffic control signs, pavement markings, and related equipment, and cleans graffiti from signs.
- Performs work in any City emergency situation as required.
- Operates a variety of vehicular and stationary mechanical equipment in a safe and effective manner in routine situations.
- Uses and operates hand tools, mechanical equipment, and power tools and equipment required for the work in a safe and efficient manner.
- Supports City events including the installation and removal of banners, flags, Christmas decorations, etc.
- Installs street barricades and cones prior to the performance of street repair activities; directs and controls traffic around work sites.
- Purchases supplies and materials required to complete assigned work.
- Reads and interprets basic maps and blueprints.
- Builds and maintains positive working relationships with co-workers, other City employees and the public using principles of good customer service.
- Responds to customer inquiries and refers to the proper City personnel if additional information is requested.
- Observes and complies with all City and mandated safety rules regulations and protocols.
- Maintains accurate logs and records of work performed and materials and equipment used.
- Performs related duties as assigned.

QUALIFICATIONS

Positions at the Distribution and Collections Officer II level may exercise some of these knowledge and abilities statements in a learning capacity.

Knowledge of:

- Maintenance principles, practices, equipment, and materials used in the maintenance and repair of water production and distribution systems.
- Methods, maintenance, and repair of valves, hydrants, services, mains, pumping systems, and water distribution systems, water samples, and chlorination systems.
- The operation and minor maintenance of a variety of hand and power tools, vehicles, and light to heavy power equipment.
- Methods and techniques of collecting and preserving water samples.
- Operational characteristics of water production and distribution systems.
- Operational characteristics of specialized water utilities maintenance and repair equipment including SCADA systems.

- Occupational hazards and safety equipment and practices related to the work, including the handling of hazardous chemicals.
- Applicable Federal, State, and local laws, regulatory codes, ordinances, and procedures relevant to assigned area of responsibility.
- Principles and practices of record keeping.
- City and mandated safety rules, regulations and protocols.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and City staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

Ability to:

- Perform construction, modification, maintenance, and repair work on water production and distribution systems.
- Operate a variety of pumps, controls and water distribution/transmission equipment.
- Read meters, gauges and schematics.
- Read, interpret, and apply technical information from manuals, drawings, specifications.
- Safely and effectively use and operate hand tools, mechanical equipment, power tools, and light to heavy equipment required for the work.
- Maintain accurate logs and basic written records of work performed.
- Understand and follow oral and written instructions.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- 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:

Distribution and Collections Officer in Training / I/II: Equivalent to the completion of the twelfth (12th) grade.

Distribution and Collections Officer, I: Experience in water production and distribution and water facility operation, maintenance, and construction is desirable. Possession of a California Water Distribution Grade I certification

Distribution and Collections Officer, II: One (1) year of increasingly responsible experience in water production and distribution and water facility operation maintenance and construction comparable to a Distribution and Collections Officer I.

Licenses and Certifications:

Distribution and Collections Officer, I:

- Possession of a California Driver's License to be maintained throughout employment.
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- Possession of a California Water Distribution Grade I certification.
- Basic First Aid Training and NIMS certification is desirable.

Distribution and Collections Officer, II:

- Possession of a California Driver's License to be maintained throughout employment.
- Possession of a California Water Distribution Grade II certification.
- Calaveras County pesticide permit, Basic First Aid Training, NIMS certification is desirable.

PHYSICAL DEMANDS

Must possess mobility to work in the field; strength, stamina, and mobility to perform medium to heavy physical work; to sit, stand, and walk on level, uneven, or slippery surfaces; frequently reach, twist, turn, kneel, bend, stoop, squat, crouch, grasp and make repetitive hand movement in the performance of daily duties; to climb and descend ladders, to operate varied hand and power tools and construction equipment, and to operate a motor vehicle and visit various City sites; and vision to inspect and operate equipment. The job involves fieldwork requiring frequent walking in operational areas to identify problems or hazards. Finger dexterity is needed to operate and repair tools and equipment. Employees must possess the ability to lift, carry, push, and pull materials and objects averaging a weight of 50 pounds or heavier weights, in all cases with the use of proper equipment and/or assistance from other staff.

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, hazardous physical substances and fumes, dust and air contaminants. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

Other: Position can serve in an on-call capacity for response to emergency situations as needed.