



## Job Description

*Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job.*

<b>Job title</b>	Operations Representative I/II
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### GENERAL PURPOSE

Under immediate (Operations Representative I) to general (Operations Representative II) supervision, receives and transmits telephone and voice radio messages; provides appropriate District personnel with information received from the public, water distribution operators, and others; under established guidelines or at the direction of higher level staff, monitors the Supervisory Control and Data Acquisition (SCADA) terminals; and enters operation's-related data into several databases; and performs related duties, as assigned.

### DISTINGUISHING CHARACTERISTICS

Operations Representative I: This is the entry-level classification in the Operations Representative series. Initially, under immediate supervision, incumbents are primarily responsible for answering and referring incoming IOC calls and monitoring the wastewater SCADA system. 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 Operations Representative 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.

Operations Representative II: This is the fully-qualified journey-level class in this series Operations Representative series. Positions at this level are distinguished from the Operations Representative I 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 District.

### SUPERVISION RECEIVED AND EXERCISED

Receives immediate (Operations Representative I) or general supervision (Operations Representative II) from the Water Operations Supervisor. Exercises no direct supervision over staff.

## **TYPICAL DUTIES AND 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 to this position.*

*Positions at the Operations Representative I level may perform some of these duties and responsibilities in a learning capacity.*

- Responds by telephone and radio to inquiries and complaints from customers and others regarding water quality, water pressure, sewer over flow, street subsidence, loss of service, delinquent bills, damage, and related matters.
- Monitors equipment, water and wastewater facilities, and systems using electronic and computer-controlled systems (SCADA) and notifies appropriate personnel of alarms, failures, etc.; reports equipment, machinery, and facilities failures to the proper personnel, and writes repair orders into the dispatch/repair order tracking system (MAXIMO).
- Assists other District personnel and coordinates District response to emergencies, including urgent requests from other public utilities and agencies for immediate response or repair for line and facility locations, and notifies proper District staff; collects, maintains and notifies SCE incident/notifications; generates, notifies and dispatches emergency underground service alerts (USA).
- Operates and maintains the IOC's MAXIMO system; prepares, tracks, and follows up on repair orders; maintains, assigns and administers forms necessary to record parties, facilities and appurtenance related to work orders and incidents.
- Prepares trend plots of various databases and system parameters; organizes data into the appropriate database; enters and records data; prepares data spreadsheets, and regular and special reports.
- Maintains working knowledge of assigned databases and documents all pertinent information by maintaining accurate logs and system updates; updates Procedure Book, Standard Operational Procedures Manuals and Rolodex, with new data as acquired; maintains forms and manuals on IOC, emergency binders, hardcopy data and emergency contacts.
- Acknowledges alarms while notifying appropriate personnel on alarm status per IOC and District standard operating procedures; corresponds and investigates with appropriate departments or divisions.
- Collects, manages and exchanges data with other agencies and outside contracts; generates a diverse range of reports; updates lists; and audits MAXIMO for quality control.

- Observes and complies with all District and mandated safety rules, regulations, and protocols.
- Performs related duties as assigned.

### **REQUIRED QUALIFICATIONS**

*Positions at the Operations Representative I level may exercise of these knowledge and abilities statements in a learning capacity.*

#### Knowledge of:

- Water treatment and water distribution, related hardware components and function, water quality, pressure and flow, including statutes and regulations.
- Methods and procedures for operating telephone and radio communication devices.
- Departmental parameters for routing calls and work orders.
- District service operations geographic locations and boundaries.
- District asset administrative duties and billing practices.
- Safety, environmental and company policy and procedures.
- Basic principles of water distribution and water quality as they relate to assigned areas of responsibility, sanitary sewer, brine and recycled water, source control, cross connection, backflow, and current practices.
- Operational characteristics of automated dispatch and maintenance repair systems.
- Principles and practices of record keeping.
- District and mandated safety rules, regulations, and emergency protocols.
- Techniques for providing a high level of customer service by effectively collaborating with the public, vendors, contractors, outside agencies, emergency first responders, and District 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:

- Generate, update and maintain dispatch and maintenance work orders and associated tracking systems.
- Monitor assigned operational equipment.
- Monitor and communicate via multiple devices.
- Read (and relay) maps, diagrams, and drawings.
- React to visual and aural signs, alarms, and instructions during emergency events and situations.

- Maintain composure and accuracy, identify, prioritize, coordinate, and establish emergency corrective actions; dispatch, maintain correspondence, and document events during emergencies.
- Work independently with minimal supervision.
- Update and maintain a variety of databases, logs, and records.
- Generate and distribute system reports.
- 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.

Experience:

*Any combination of experience and education that provides the required knowledge and abilities is qualifying, along with the specific licenses/certifications as outlined below:*

- Operations Representative I: Two (2) years of experience in an operational call center environment.
- Operations Representative II: Three (3) years of progressively responsible experience in an operational call center environment, or one (1) year of experience as an Operations Representative I.

Education:

- Operations Representative I/II: Equivalent to completion of the twelfth (12<sup>th</sup>) grade.

Licenses/Certifications:

- Operations Representative I/II: A valid California driver's license and the ability to maintain insurability under the District's Vehicle Insurance Policy.
- Operations Representative I: A State of California Water Distribution Operator Certificate Grade I must be obtained within 15 months from date of hire.
- Operations Representative II: A State of California Water Treatment Operator Certificate, Grade I and a State of California Water Distribution Operator Certificate, Grade II.

### **PHYSICAL DEMANDS**

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

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen, and to operate a District motor vehicle to visit various District sites; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 25 pounds.

### **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.*

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and primate representatives in interpreting and enforcing departmental policies and procedures.

### **FLEX REQUIREMENTS**

Positions in the Operations Representative I/II class series are flexibly staffed; positions at the Operations Representative II level are normally filled by advancement from the Operations Representative I level; progression to the Operations Representative 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 Operations Representative II level.

Eastern Municipal Water District  
Job Title: Operations Representative I/II  
Last Update: March 2020

This job description has been reviewed and approved by all levels of management in cooperation with the union (if applicable):

<b>Approved by:</b>	<i>Board of Directors</i>
<b>Date adopted:</b>	<i>March 29, 2020</i>
<b>Date modified:</b>	
<b>FLSA determination:</b>	<i>Non-Exempt</i>

**Job Description Acknowledgment**

*I have received, reviewed and fully understand the job description for Operations Representative I/II. I further understand that I am responsible for the satisfactory execution of the essential functions described therein, under any and all conditions as described.*

*Employee Name (print):* \_\_\_\_\_ *Date:* \_\_\_\_\_

*Employee Number:* \_\_\_\_\_

*Employee Signature:* \_\_\_\_\_