JOB DESCRIPTION
Operations Representative I (Flex)
Operations Representative II
Code Number: 32006, 32007

GENERAL PURPOSE

Under general 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 the System Control Supervisor, monitors and operates the SCADA terminals; and enters operation’s-related data into several databases; and performs related duties, as assigned.

DISTINGUISHING CHARACTERISTICS

Operations Representative I is the entry-level class 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. Incumbents learn to perform a variety of duties involved in handling radio and telephone calls and monitoring the District's wastewater systems. As experience is gained, duties become more diversified and are performed under more general supervision. This class is alternately staffed with Operations Representative II, and incumbents may advance to the higher level after gaining experience and demonstrating proficiency which meet the qualifications for the higher level class.

Operations Representative II is the journey-level class in this series. Under general supervision, incumbents perform the full range of communication and systems monitoring through the SCADA system and enter commands into the SCADA system, with direction primarily from the System Control Supervisor, and secondarily from the System Control Operator and/or water distribution operators. Incumbents perform their work with considerable latitude on an assigned shift. Work is typically reviewed by checks of logs, reports, and periodic review of the system and facilities. Proper implementation of policies, regulations, and guidelines for processing meter leaks, DTOs, sewage spills, fire alarms, water and power outages, and mainline leaks.

ESSENTIAL 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 the class.

Responds by telephone and radio to inquiries and complaints from customers and others regarding water quality, water pressure, loss of service, delinquent bills, and related matters.

Reports equipment, machinery, and facilities failures to the proper personnel, and writes repair orders via MAXIMO database program.

Monitors equipment, facilities, and systems using electronic and computer-controlled systems (SCADA) and notifies appropriate personnel of alarms, failures, etc.

Assists other District personnel and coordinates District response to emergencies, including requests from other public utilities and agencies for line and facility locations, and notifies proper district staff.

Prepares and tracks repair orders.

Prepares trend plots of various databases and system parameters; organizes data into the appropriate database.

Enters and records data; prepares data spreadsheets, regular and special reports; maintains working knowledge of Access database.

Documents all pertinent information by maintaining accurate logs and system updates.

Trains and assists other personnel, as needed.

Prepares and follows up on repair orders.

Following established guidelines or under supervision, monitors water and wastewater facilities via SCADA; acknowledges alarms while notifying appropriate personnel on alarm status per IOC and District standard operating procedures.

Promotes and facilitates positive and excellent customer service to both internal and external customers.

Operates and maintains the IOC’s dispatch/repair order tracking system (MAXIMO).

Performs related duties as assigned.
DESIRED MINIMUM QUALIFICATIONS

Knowledge of:

Methods and procedures for operating telephone and radio communication devices; customer service practices; District departments and their associated functions and responsibilities; computerized and manual control systems; micro-computer applications related to the work; safety practices and procedures related to the work; principles of water distribution and water quality as they relate to the municipal water system.

Ability to:

Establish and maintain effective working relationships with those contacted in the course of work; follow and apply written and oral work instructions; communicate effectively, orally and in writing; make sound independent judgments within established guidelines; maintain records; prepare clear and concise records and reports.

Training and Experience:

A typical way of obtaining the knowledge, skills, and abilities outlined above is graduation from high school or G.E.D. equivalent; and experience with personal computers and keyboard.

An Operations Representative I may be considered for advancement to Operations Representative II after demonstrating proficiency to perform all major duties assigned to the class, as well as ability to navigate databases, initiate queries, prepare reports, prepare spreadsheets, and perform word processing.

Typically, an Operations Representative I is expected to be capable of meeting the proficiency criteria within a 12 month period, depending on an individual’s prior experience and progression in performing the full range or Operations Representative duties as described in the established proficiency criteria.

Licenses; Certificates; Special Requirements:

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 AND MENTAL DEMANDS

The physical and mental demands described here are representative of those which 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 Requirements

While performing the duties of this class, employees are regularly required to walk, talk, and hear in person; sit; climb, or balance; stoop, kneel, crouch or crawl; use hands to finger, handle, feel or operate objects, tools or controls; and reach with hands or arms. Employees are frequently required to stand. Employees must occasionally lift and/or move up to 50 pounds.

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

Required to work on rotating shift, including holidays and weekends.

Mental Demands

While performing the duties of this class, employees are regularly required to use oral and written communications skills; read documents or instructions; analyze and solve problems; observe and interpret data or information; use math and mathematical reasoning; learn and apply new information or skills.

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.

An employee works under typical office conditions. The noise level in the work environment is usually quiet and occasionally moderately loud. Employees are required to work rotating shifts and weekends.

FLSA DETERMINATION: Non-exempt.
FLEX REQUIREMENTS
Operations Representative I (Flex)
Operations Representative II

LENGTH OF TIME REQUIRED

An Operations Representative I may advance or “flex” to the Operations Representative II class after **12 months** of job-related experience and meeting the other flex requirements.

PERFORMANCE RATING

The incumbents must receive an overall performance rating of “good” or better on their most recent annual performance evaluation in order to flex to the higher class.

COMMENTS

The Operations Representative II must also demonstrate proficiency to perform the full range of duties as described in the Operations Representative I/II job description, which includes being proficient in departmental applications of the following: Access, Excel, Quattro Pro, BRIO, and WordPerfect, MAXIMO, COINS, BYERS Map Viewer, and SCADA applications.

In order to advance to Operations Representative II, incumbents must also obtain a State of California Water Distribution System Operator Certificate, Grade II, as well as a State of California Water Treatment Operator Certificate, Grade I.