

NEW HOLSTEIN UTILITIES JOB DESCRIPTION

WATER/WASTEWATER OPERATOR

ACCOUNTABILITY

Under the direction of the New Holstein Utilities and Sanitary Sewer Commissions, and accountable to the General Manager and the Water/Wastewater Supervisor, the person in this position may be responsible for installing and maintaining water softeners, and/or the operation and maintenance of the water and wastewater systems. Responsibilities include but are not limited to the following:

DUTIES AND RESPONSIBILITIES

In order to provide flexibility for the employer, operators will be cross trained in specific operations of the water and wastewater systems. Operators will be expected to have the abilities and skills to complete basic and essential duties and responsibilities of the two systems.

Water Pumping and Distribution:

- Assists in the coordination, installation and maintenance of water mains, services and their associated components.
- Maintains water system quality per Public Service Commission of Wisconsin (PSCW), EPA and Wisconsin Department of Natural Resources (WDNR) rules and regulations.
- Assists in maintaining appropriate inventories of chemicals, supplies and equipment.
- Monitors the operation of the pump houses daily and evaluates the performance of the water distribution system.
- Monitors and maintains water operations as needed. Must be able to climb water towers to perform evaluation and maintenance.
- Performs water meter tests to ensure accuracy. Changes out water meters as needed.
- Completes cross connection inspection of customer's properties to ensure compliance with all codes and regulations. Completes paperwork and conducts the appropriate follow-up with the customer to ensure compliance.
- Locates underground water distribution and service infrastructure.
- When requested, evaluates and installs R.O. system for customer.

Wastewater Treatment System:

- Assist with the installation and/or maintenance of the wastewater treatment plant equipment or processes as well as the collection system infrastructure.
- Completes laboratory work as required.
- Ensures appropriate treatment as directed by the Wisconsin Department of Natural Resources (WDNR).
- Inspects and troubleshoots problems with the treatment plant and the collection system.
- Analyzes problems with customer sewer back-ups and takes appropriate action.
- Hauls and land applies sludge.

“Operator in-charge” will oversee the daily operations of the wastewater treatment systems in the absence of the Water/Wastewater Supervisor.

Records and Reports:

- Assists in maintaining accurate records, drawings and maps of the well houses, treatment plant, water distribution system and the wastewater collection system.

- Maintains proper and accurate water meter records.
- Completes the appropriate testing forms, reports and other such documents as required by the Public Service Commission of Wisconsin (PSCW) and the Wisconsin Department of Natural Resources (WDNR).
- Maintains cross connection records and reports that are accurate and current. Works with the Billing and Customer Services Representative to ensure customer compliance is achieved regarding cross connections.
- Ensures accurate record keeping with respect to installation and maintenance records of water softeners.

Water Softeners:

- When necessary, assists with the installation and maintenance of the Utility-owned water softeners. Completes the appropriate paper work when water softener work is completed.
- Tests water for hardness.
- Resolves customer complaints in an efficient and courteous manner.

Other:

- Maintains the grounds around the wastewater treatment plant and water facilities, as needed.
- Works overtime as needed.
- In emergencies, may assist with work in other departments.
- When qualified, participates in standby rotation and call-outs.
- Completes other duties and responsibilities as assigned.

REQUIRED EXPERIENCE, KNOWLEDGE AND ABILITIES

Must possess or have the aptitude to obtain the following certifications: water operator's license with subclasses D and G and wastewater operator's license with subclasses A1, B, C, L and P. If licenses need to be obtained, they must be completed in a time frame determined with employer.

Has demonstrated the ability to consistently perform work safely and efficiently; able to consistently detect, diagnose and correct troubles with the water and/or wastewater systems; must have a mechanical aptitude; safely and efficiently operates heavy equipment; perform lab work accurately and efficiently; bend, crawl, and climb repetitively; lift items up to 100 pounds in weight; effectively utilizes oral and written communication skills; develop and maintain effective working relationships with co-workers, customers and business partners; work diligently with little supervision; perform strenuous tasks in a variety of weather conditions; work in close confinements; must maintain a good physical condition to perform the essential functions of the job.

Completion of appropriate technical courses, or any equivalent combination of experience and training which provides the required knowledge and abilities to perform the job and obtain the required certifications is required. Must possess or be able to obtain a valid Wisconsin CDL. Must hold or be able to obtain a card for certified first aid and CPR courses.