

Phelan Piñon Hills Community Services District  
**Job Description**

JOB TITLE: Water System Operator I, II & III

---

EXEMPT:	No	SALARY LEVEL WSOI:	13
DEPARTMENT:	Water Operations	SALARY LEVEL WSOII:	17
REPORTS TO:	Water Operations Supervisor	SALARY LEVEL WSOIII:	23
APPROVED:	June 11, 2024		

---

**SUMMARY:**

Water System Operator I

Under the general supervision of the Water Operations Supervisors, the Water System Operator I (WSOI) performs semiskilled manual labor in the installation, maintenance, repair of water production and distribution facilities; responds to water conservation enforcement and education; performs routine inspections of service installations; operates a vehicle, small tools, and equipment. This is the entry-level class of the Water System Operator classifications. To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Water System Operator II

The Water System Operator II (WSOII) performs all the duties of the WSOI and is distinguished from the WSOI class in that the WSOII utilizes a higher degree of skill and knowledge in the repair and maintenance of water systems. In addition, the WSOII class works more independently, assumes a lead-role in tasks, and has licensing beyond what is required for a WSOI. To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Water System Operator III

The Water System Operator III (WSOIII) performs all the duties of the WSOI & WSOII and is distinguished from those classes in that the WSOIII performs complex functions in the repair and maintenance of water systems. In addition, the WSOIII class works independently, is responsible in the absence of the supervisor, may be designated regularly as a lead Water System Operator, and has licensing beyond what is required for a WSOII. To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**ESSENTIAL DUTIES AND RESPONSIBILITIES:** (Responsibilities and duties may include, but are not limited to, the following)

Requirements for Water System Operator I Class:

- Conducts daily inspections and records readings of District facilities.
- Conducts monthly reservoir inspections.

- Greases and changes oil on pumps, motors, and engines in accordance with established guidelines.
- Assists in performing repairs or adjustments to operating equipment to wells, plants, or pumping stations.
- Cleans tanks and other equipment; maintains structures and grounds.
- Investigates customer complaints involving malfunctioning meters, leaks, high water bills, low and/or high pressure, water quality, etc.
- Communicates results of investigations to customers on-site.
- Discusses problems and concerns with customers and attempts to resolve their needs courteously and in a timely manner.
- Notifies customers of planned and/or emergency shutdowns of water system via door tags and/or requesting the appropriate customer service personnel to contact customers.
- Refers customers to supervisor and/or appropriate customer service personnel for problem/complaint resolution, if necessary.
- Documents action taken on service orders and water conservation door tags.
- Submits service orders and daily time sheet promptly to supervisor(s).
- Locks off water service during shut-off days when necessary.
- Flushes distribution mains for water quality control.
- Shuts down main lines in emergencies.
- Installs water lines, fire hydrants, meters; potholes existing lines, digs trenches by hand or with equipment, and assists with construction inspections.
- Transports materials, tools, and equipment; loads and unloads parts and materials.
- Operates regular specialized equipment, such as: Backhoes, dump trucks, mixers, bypass pumps, generators, combination cleaners, air compressors, and other equipment, as necessary.
- Operates and maintains water distribution system lines, storage tanks, wells, control valves, and booster stations.
- Inspects District distribution system for proper operation, safety, and regulatory compliance.
- Tests chlorine residuals and maintains chlorine levels to ensure water quality.
- Responds to emergency calls on a 24-hour basis; performs "on call" duties with a 1-hour or less response time; on-call duties are performed in all weather conditions, including inclement weather.
- Performs preventative maintenance work on pumps, motors, valves, generators, compressors, and pulls, replaces, or repairs, as necessary.
- Manually turns pumps on and off, opens and closes valves.
- Repairs and/or replaces screens, vents, and fences at all sites.
- Operates District vehicles and equipment.
- Performs daily checks of vehicles and keeps records of vehicle maintenance.
- Performs technical work in the reading, testing, repairing, replacing, and installation of residential and commercial water meters.
- Locates and reads residential, commercial, and irrigation water meters using both manual and AML meter system methods; may involve digging to uncover the meter.

- Checks to see that meters are functioning properly, and reports broken glass, lids, boxes, and other meter defects.
- Checks consistency of meter readings and reports unusual findings.
- Cleans out flooded and buried meters, replaces or makes minor repairs on leaking, damaged, or malfunctioning meters.
- Maintains production facilities.
- Tests water meters to ensure accuracy.
- Inspects for possible source of leakage and determines if leak is the customer's and/or District's responsibility.
- Responds to telemetry failures and maintains pressure control valves.
- Makes minor adjustments to production facilities on telemetry system (SCADA).
- Assists with enforcement of conservation ordinance and customer awareness, including completing reports and forms, reviewing problems with customers, making suggestions to customers, demonstrating community involvement in education and awareness; complies and enforces the District's water conservation ordinance by observing and reporting water conservation violations and/or water theft throughout the District.
- Reviews plans in reference to meter locations and installations.
- Performs other duties as required.

Additional Requirements for Water System Operator II Class:

- Orders parts and conducts inventory.
- Makes decisions within scope of responsibility.
- Operates a backhoe and excavator skillfully.
- Takes water quality samples throughout the system, including wells and reservoir sites.
- Makes adjustments to production facilities on Supervisory Control and Data Acquisition (SCADA) system to ensure proper operation of District facilities.
- Regulates and controls the amount of chemicals used to maintain specified water treatment requirements.
- Demonstrates continuous effort to improve operations, decrease turnaround times, streamline work processes, and work cooperatively and jointly to provide quality customer service and establish effective customer relations.

Additional Requirements for Water System Operator III Class:

- Assumes a leadership role when working with other Water Operators.
- Acts as supervisor in the absence of the Water Operations Supervisor.
- Acts as backup to the Water Quality Specialist.
- Prepares written reports as required.
- High-level usage of the District's SCADA system and SEDARU application (or similar).

**CERTIFICATES, LICENSES, REGISTRATIONS:**

Requirements for Water System Operator I Class:

- Valid, unrestricted, Class C California Driver's License issued by the California Department of Motor Vehicles.

- Proof of good driving record as evidenced by freedom from multiple or serious traffic violations or accidents for at least two (2) years duration.
- State of California Water Treatment Operator Certificate Grade T1 and Distribution Operator Certificate Grade D1, or ability to obtain one certification within 1 year of employment and second certification within 2 years of employment.
- Operators must complete the designated number of contact hours (continuing education/training requirements) to maintain the required certifications as a condition of continued employment.

Additional Requirements for Water System Operator II Class:

- Must possess State of California Water Treatment Operator Certificate Grade T1 and Distribution Operator Certificate Grade D2.
- Must possess a valid Class A Commercial Driver's License (CDL) issued by the California Department of Motor Vehicles with HAZMAT and Air Brake endorsements.

Additional Requirements for Water System Operator III Class:

- Must possess State of California Water Treatment Operator Certificate Grade T2 and Distribution Operator Certificate Grade D3.
- Must possess a valid Class A Commercial Driver's License (CDL) issued by the California Department of Motor Vehicles with HAZMAT and Air Brake endorsements.
- Possession of, or the ability to obtain, San Bernardino County Backflow/Cross Connection Tester Certification

**EDUCATION AND/OR EXPERIENCE:**

Requirements for Water System Operator I Class:

- High school diploma, or equivalent required.
- Coursework related to water distribution/production/quality.

Additional Requirements for Water System Operator II Class:

- Minimum of three (3) years of experience and/or training providing knowledge, skills, and abilities cited above with increasing responsibility, performance, proficiency, and competency.

Additional Requirements for Water System Operator III Class:

- Minimum of five (5) years of experience and/or training providing knowledge, skills, and abilities cited above with increasing responsibility, performance, proficiency, and competency.
- Construction project management and pipeline inspection, desired.

**QUALIFICATION REQUIREMENTS:**

The requirements listed below are representative of the knowledge, skill and/or ability required.

**KNOWLEDGE OF:**

Requirements for Water System Operator I Class:

- Materials and equipment used in water pumping facilities.
- Proper work safety standards.
- Methods, materials, and equipment used in water system maintenance and repair.
- MS Office Suite, including Excel, Word, and Outlook desired.

Additional Requirements for Water System Operator II Class:

- MS Office Suite, including Excel, Word, and Outlook.
- SCADA System.

Additional Requirements for Water System Operator III Class:

- English language skills, including satisfactory writing free of grammatical and spelling errors.
- Complex SCADA system operation.
- Intermediate/Advanced Excel, Word & Outlook usage.
- Report writing and electronic report submission to various agencies.
- Construction and project management knowledge desired.
- Pipeline inspection and local laws, regulations, and permit requirements for construction, desired.

**ABILITY TO:**

All Classes:

- Respond within one (1) hour to assigned work location (required).
- Comply with all District policies, procedures, rules, and regulations, including all safety standards.
- Attend safety-related training, as necessary.
- Maintain regular attendance and adhere to prescribed work schedule to conduct job responsibilities.
- Perform a variety of basic work assignments in the installation, maintenance, and repair of water pumping facilities.
- Operate motor vehicles and power-driven equipment used in water service work.
- Deal tactfully and courteously with the public.
- Follow oral and written directions.
- Establish and maintain cooperative working relationships.
- Read and interpret piping and distribution diagrams.
- Read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals.
- Write routine reports and correspondence.
- Maintain communication with administrative staff via two-way communication devices, such as radio or telephone.
- Work independently on job assignments.
- Add, subtract, multiply, and divide in all units of measurement, using whole numbers, common fractions, and decimals.
- Apply common sense understanding to carryout instructions furnished in written, oral, or diagram form.

- Deal with problems involving several variables in various situations.
- Work weekends and holidays.

**TYPICAL PHYSICAL DEMANDS:**

The physical activities described here are representative of those that must be met by an employee to successfully perform the essential functions of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

All Classes:

- Perform heavy manual labor and work outdoors in varying weather conditions.
- Work in desert and mountainous areas and remote locations.
- Work in an environment with possible exposure to dust, dirt, fumes, vapors, noise, inclement weather, and significant temperature changes.
- Drive in all weather conditions.
- Regularly lift and/or move up to 25 pounds, frequently lift and/or move up to 50 pounds, and occasionally lift and/or move up to 100 pounds.
- Read small numbers, dials, and gauges accurately.
- Ability to stoop, kneel, crouch, crawl, and climb during field repair work.
- Stand and walk for extended time periods and on uneven terrain.
- Hearing and vision within normal ranges with or without correction.
- Write or use a keyboard to communicate through written means.
- Perform simple grasping and fine manipulation of objects.
- Travel frequently by automobile in conducting daily District business.
- Stoop, kneel, crouch, crawl, and walk while performing duties.
- Climb 25 feet, or higher, and work at sustained heights for extended periods of time.
- May be exposed to moving mechanical parts, high places, toxic or caustic chemicals, and areas where there is a risk of electrical shock.
- Work in an environment containing moderate noise levels.