

DISTRIBUTION TECHNICIAN II

General Statement of Duties

Performs responsible unskilled to semi-skilled work in the installation, replacement, repair, and maintenance of water lines, meters, and appurtenances.

Distinguishing Features of the Class

An employee in this class performs a variety of unskilled to semi-skilled work engaged in the construction, maintenance, and repair of water lines, meters, hydrants, valves, and elevated storage tanks. Work involves making taps to water mains and installing new water meters and meter boxes, installing hydrants, meters, and valves, and maintaining and repairing the water system. Other work includes providing field customer service to check water leaks and other troubleshooting. Employees are subject to working in both inside and outside environments, in extreme hot and cold weather, and exposure to various hazards such as loud noises, vibration, moving mechanical parts, electrical current, chemicals, fumes, odors, dust, mists, gases, poor ventilation, and oils. Employees are also subject to on-call and call-back work. Work is performed under regular supervision and is evaluated through observation and inspection for adherence to instructions and standard trade and safety practices.

Duties and Responsibilities

Essential Duties and Tasks

- Operates a tapping machine to make water taps and service connections.
- Lays water pipe; repairs and replaces water lines and related facilities; conduct pressure tests on lines as needed to check for leaks.
- Installs, services and tests water meters, hydrants, and valves; repairs hydrants, meters, and valves.
- Operates backhoes, track hoes, welding equipment, tractors, forklifts, dump trucks, jackhammers, tampers, pipe threading machines, tapping machines, trenchers, air compressors, and boring machines; performs oil and tire changes and minor servicing and repair of equipment.
- Checks and performs maintenance on pumping stations, elevated storage tanks, and related facilities.
- Installs hydrants, meters, valves, clamps, and related pipeline apparatus; sets meter boxes; repairs and replaces fire hydrants; tests meters; flow tests hydrants.
- Repairs electronic meter reading devices.
- Repairs and replaces asphalt and patches utility cuts; repairs and replaces driveways and finishes concrete; repairs and replaces landscaping.
- Operates and maintains assigned vehicles; keeps vehicles stocked with appropriate supplies and tools; takes appropriate supplies and equipment to the worksite.
- Mows rights of way operating a tractor with a bush hog.
- Establishes work safety zones; follows safety practices; watches out for the safety of coworkers and the public.
- Welds pipes; cut out sections of pipes for repairs and installs clamps and other parts.

- Explains work activities to the public and answers questions; places informational hangers on doorknobs.
- Prepares records of work activities; may be required to climb storage tanks.

Additional Job Duties

Performs other related tasks as required.

Recruitment and Selection Guidelines

Knowledge, Skills, and Abilities

- Considerable knowledge of the tools, materials, and equipment used in the installation, replacement, maintenance, and repair of utility lines.
- Considerable knowledge of a variety of maintenance and manual methods and tasks involved in the installation, maintenance, repair, and replacement of utility lines and appurtenances.
- Considerable knowledge of the use of common hand and power tools.
- Considerable knowledge of the safe use and operation and preventive maintenance of common automotive and mechanical equipment.
- Knowledge of the application of information technology to utility system maintenance.
- Knowledge of water service policies and procedures.
- Skill in customer contact and collaborative conflict resolution.
- Skill in the operation of construction equipment including backhoes and track hoes.
- Ability to establish and maintain effective working relationships with supervisors, co-workers, and the public.
- Ability to read utility line maps and operation and service manuals, to understand and follow oral and written instructions, and to prepare records of work activities.

Physical Requirements

- Must be able to physically perform the basic life operational functions of climbing, balancing, stooping, kneeling, crouching, crawling, reaching, standing, walking, pushing, pulling, lifting, grasping, feeling, talking, hearing, and repetitive motions.
- Must be able to perform very heavy work exerting up to 100 pounds of force occasionally; 50 pounds of force frequently; and 20 pounds constantly.
- Must possess the visual acuity to operate mobile equipment such as loaders and dump trucks in a safe manner to fit pipes and other parts, read gauges, and make written records.

Desirable Education and Experience

- Graduation from high school and considerable related experience working in a water distribution system; or an equivalent combination of education and experience.
- Possession of a grade C, B, and A Water Distribution System Operator certification

Special Requirements

- Possession of a valid North Carolina Class A commercial driver's license within 120 days of hire.
- Must be of the age of 21 or older