

# SPOKANE COUNTY WATER DISTRICT NO. 3

## JOB ANNOUNCEMENT

Title: **CUSTOMER SERVICE/PUMP SPECIALIST**

### **General Statement**

Performs a variety of work including preventative pump maintenance, potable water sampling, customer relations, reading, installing and removing meters, locating of services and main lines.

### **Controls Over the Work**

General instructions, assignments or specific projects are carried out with relative independence. Supervisor or professional staff are available to answer unusual questions or resolve problems.

### **Essential Job Functions**

Operates, repairs and maintains water distribution system facilities and associated equipment including, but not limited to: services, meters, fire hydrants, pumps, chlorinators, S.C.A.D.A. systems and valves (both manually and hydraulically operated); may perform troubleshooting to identify and diagnose problems, preventative maintenance, modifications and new equipment installation.

Responsible for knowledge and practice of safety policies and procedures; attends and participates in safety meetings and training. Performs work in conformance with WISHA rules and regulations.

Responsible for knowledge and practice of all District and governmental policies, procedures, guidelines, standards and requirements in completing construction work.

Assists in the maintenance of records and files of all potable water plant operations in accordance with state regulations and guidelines, including; test results, reports, production and maintenance records, as-builts of system additions or repairs, and other material required in the work area.

Able to read meters, answer questions and respond to customer concerns. Replaces meters, meter box rings and lids, turns valves off and on, investigates reported or suspected leaks, delivers notices of termination of service to delinquent accounts and attempts customer contact, inspects backflow devices, collects water samples and responds to requests for location of pipelines.

### **Other Job Functions**

Performs other job related duties as assigned.

### **Working Conditions**

Work is performed inside and outside of potable water pumping, storage and handling facilities, and outside in various residential neighborhoods.

Work involves physical risk from mechanical, and electrical equipment, heavy equipment, working in and around standpipes, reservoirs, well pump stations and booster pumping stations, hazardous gases, and fumes.

Physical effort is required to perform heavy manual labor in confined and cramped spaces and uncomfortable conditions. Must be able to climb ladders, bend, reach, dig with a shovel and stand for long periods of time. Regular lifting of objects and equipment ranging in weight from 25 to 100 pounds is required.

Work involves seeing, hearing, walking, stooping, bending, climbing, standing, lifting, and sitting associated with the operation and preventative maintenance of motor vehicles. Requires manual finger dexterity and hand-eye coordination to manipulate hand tools, power tools, construction equipment and technical instruments/devices.

Physical hazards from traffic and construction equipment may be present.

Subject to 24 hour call back for emergency operations. Situations may arise during emergency operations that may create a highly stressful environment.

### **Equipment Operated**

Pick-up or sedan, telephone, radio, S.C.A.D.A. equipment, air compressor with related tools, dump truck, hand tools, wrench, pliers, special meter tools, hammer, screw drivers, shovel, pick, wheel barrow, hand saw, diaphragm pump (manual and gas powered), electrical generators, pipe and leak detection equipment, tapping machines, T-wrench for valves, chlorine injection pumps, tamper/whacker and hydraulic power supply and related tools.

### **Minimum Qualifications**

**Knowledge, Skills and Abilities:** Safety practices and procedures applicable to water facility maintenance and repair; safe and effective operating practices of equipment used in the work; water treatment machinery, equipment, and instruments; local, state and federal, regulations related to water facility operations.

Ability to read blueprints and piping schematics; understand and follow technically complex procedural manuals; maintain written and automated records and reports; work independently with minimal supervision; communicate effectively, both orally and in writing, particularly in the technical language appropriate to water treatment; physically perform the essential functions of the job.

**Experience and Training:** High School diploma or G.E.D. and three years of experience in water system operation including cross connection and backflow prevention or related work;

Or

Any equivalent combination of experience and training which demonstrates the necessary knowledge, skills, and abilities.

### **Special Requirements**

Valid Washington State certification as a Water Distribution Manager 1 and a Cross Connection Control Specialist 1 is required within 12 months of appointment.

Possession of a valid Washington State Drivers license is required.

Valid Washington State flagging & traffic control card required within 12 months of appointment.

### **Application Process**

Deadline to apply: Open Until Filled.

Application process: the job announcement and application form are available at the District office located at 1225 N Yardley St, Spokane, WA 99212-7001 or you can contact Kelly Williquette at [kwilliquette@scwd3.org](mailto:kwilliquette@scwd3.org) to request job announcement and application form. Submit application, cover letter and resume to the District Office. Wage scale \$50,668-\$63,303.

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