



City of Irving Job Description

Leak and Compliance Technician

FLSA Status:	Non-Exempt	Job Department:	Water Utilities
Job Code:	36552	Reports To (Job Title):	Water Programs Manager

PURPOSE

To provide technical support for the comprehensive leak detection program and the water quality function in the Water Utilities Department; also, to assist with enforcement of local, state, and federal laws and regulations.

ESSENTIAL DUTIES AND RESPONSIBILITIES

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily.*

- Collect water samples for laboratory testing and field tests; select and prepare chemical additives for sample preservation.
- Support the Water Quality function; review ordinances, guidelines and regulations regarding water quality; develop and implement sample collection schedules as appropriate.
- Clean, service, and repair sampling, metering, and analytical equipment.
- Prepare data and assist with development of daily, weekly, monthly, and annual reports for the Texas Commission on Environmental Quality (TCEQ) and the Environmental Protection Agency (EPA).
- Provide leak detection support to the comprehensive leak detection program to minimize water loss in the distribution system by performing leak detection surveys using logger devices.
- Monitor and work with the logger and listening devices used to find and locate system breaches resulting in water loss; notify water operations staff of leaks that are discovered in the city's water distribution system; notify customers regarding residential and commercial private leaks.
- Provide support to water repair crews in locating and pinpointing leaks using specialized equipment.
- Download data and prepare reports that document all activities.
- Respond to a variety of water leaks and irrigation complaints to investigate and report findings.
- Respond to public concerns and complaints.
- Analyze water samples to test system for leaks.
- Respond to service calls concerning leaks or environmental compliance issues on a stand-by basis and through participation in on-call rotation for the Environmental Compliance Division.
- Perform related duties as assigned.

OTHER DUTIES AND RESPONSIBILITIES

- Assist the water repair crews while repairs are in progress.
- Support the City's drought contingency plan by patrolling the City to identify violations, writing Notices of Violation (NOVs) and citations, gathering backup information used in the prosecution of offenses, ensuring that all offenses are documented in detailed tracking databases and coordinating with water conservation, dispatch, SCADA and reception staff to maintain up-to-date records.

- Assist with residential water audits to identify potential water loss issues for water customers; schedule appointments and meet with water customers regarding water concerns on their personal property.
- As assigned, attend and assist with public events such as Community Fest, Earth Day, and various Town Hall meetings.

SUPERVISORY RESPONSIBILITIES

Supervisory responsibility is not a regular part of the position.

FINANCIAL / BUDGETARY RESPONSIBILITY

Responsible for making incidental purchases of equipment and supplies using a P-Card.

QUALIFICATIONS:

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

EDUCATION

- High School diploma or GED (for basic TCEQ requirements), *plus* additional technical training.

EXPERIENCE

- At least two (2) years of progressively responsible work in a water utility with training and experience in leak detection.

CERTIFICATES, LICENSES, REGISTRATIONS

- Valid, Class C Texas commercial driver's license
- A Class C water distribution license and level I wastewater collections license from TCEQ.

KNOWLEDGE OF

- Environmental Laws and Regulations: Federal, state, and local environmental laws and the ability to apply current information to given situations.
- Regulations: Federal, state, and municipal restrictions, laws, and ordinances.
- Methods and materials required for detecting leaks and determining their locations underground.
- Customer Service: Principles and processes for providing customer and personal services including a desire to help customers regardless of their circumstance.
- Applied Math: Concepts such as fractions, percentages, ratios, and proportions.
- Scientific Methodology: Following precise practices for collecting, reporting, and evaluating scientific information.
- English Language: The structure and content of the English language, including the meaning of words and grammar.
- Maintenance Principles: Processes involved in upkeep of property and equipment to the optimum state of cleanliness, repair, and efficiency.

- Utilities Construction: Engineering and other materials, methods, laws, and tools to safely and accurately complete utilities construction projects.
- Water Conservation: A wide variety of water conservation principles and practices that can be applied to minimize water loss.
- Water Ordinance Enforcement: The City's drought contingency plan and the restrictions that must be enforced, as well as, how to prepare and NOV or citation that can be supported within the municipal courts in Irving.
- Office Software: Current word processing, presentation, spreadsheet, and database programs used by the City.

SKILLS AND ABILITIES IN

- Accuracy: Paying attention to detail in dealing with numbers, words, and ideas.
- Cooperation: Establishing and maintaining positive working relationships with those contacted in the course of work.
- Critical Thinking: Using logic and analysis to identify the strengths and weaknesses of different approaches.
- Active Learning: Working with new material or information to grasp its implications.
- Active Listening: Listening to what others are saying and asking questions as appropriate.
- Complex Problem Solving: Identifying problems and reviewing related information to develop and evaluate options and implement solutions.
- Management of Material Resources: Obtaining and seeing to the appropriate use of equipment, facilities, and materials needed to do certain work.
- Goal-Oriented Crisis Communication: Effectively structuring questioning, answering, and listening interactions with clients to determine their needs in urgent situations.
- Mechanical/Technical: Safely operating a diversity of sophisticated equipment, especially those used for the detection and location of leaks on the City's water system, such as S30s, correlators, loggers, and various listening devices that require sensitive listening skills.
- Sound-based Problem Sensitivity: Identifying unusual sounds indicative of *potential* problems.
- Sight-Based Problem Sensitivity: Identifying visual signs of leaks which may or may not include surface water.
- Self-Management: Working well independently and without supervision.
- Technical Reasoning: Interpreting an extensive variety of technical instructions in mathematical or diagram form.
- Inductive Reasoning: Combining separate pieces of information or specific answers to problems to form general rules or conclusions. This includes coming up with a logical explanation for why a series of seemingly unrelated events occur together.
- Judgment & Decision-Making: Weighing the relative costs / benefits of a potential action.
- Written and Oral Expression: Communicating information and ideas in writing, as well as through speech, so others will understand.
- Oral Comprehension: Listening to and understanding information and ideas presented through spoken words and sentences.
- Reading Comprehension: Reading and interpreting documents.
- Program Reporting/Recordkeeping: Recording and formatting data and information in such a way to explain the results achieved through a variety of water conservation, drought contingency and water loss programs and/or reports

GUIDANCE RECEIVED

On-going Instructions and Range of Procedures

Follows a range of established procedures, work methods and direct instructions. Must determine which procedure or method applies to each task or assignment and has some flexibility about the sequence of work. Issues outside of specific instructions and procedures are referred to supervisor or more senior position.

CONTACTS

Persons contacted in the course of work include a wide variety of city employees from support staff through department manager level, as well as external customers for problem-solving and explanatory purposes.

EQUIPMENT AND PROPERTY

Use of a city vehicle for travel to and from work sites is required. Work assigned to this classification requires use of specialized leak detection equipment, including S30, correlator, line tracer, loggers, patroller, microphone, generator, pump, and others. Additionally, the position utilizes the full scope of general office equipment, including computers, printers, copiers, fax machines and telephone systems.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.*

The employee is constantly required to carry, drive a vehicle, kneel, lift up to 50 pounds, listen, see, sit, smell, stand, stoop, talk, and/or walk. Frequently, s/he is required to crawl, grasp, handle, feel, lift up to 100 pounds, and/or reach. S/he occasionally is required to climb, lift *more* than 100 pounds, pull, and/or push. Rarely, s/he is required to run.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.*

The employee regularly is exposed to extreme vibration, confined work space, dirty environment, electrical hazards, extreme temperatures or weather conditions, air contamination, high and precarious work places, improper illumination, moving mechanical parts, noise, and/or toxic or caustic materials. This job requires the employee to make decisions directly affecting the safety of others. The noise level in the work environment is usually moderate.

* Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Note: A class specification is a general listing of duties, responsibilities, knowledge, skills, and abilities required of an incumbent assigned to a particular class of work. There may be one or multiple positions assigned to a single classification; therefore, the class specification lists those work attributes that are common to every incumbent in the class.