

CITY OF GLENDALE

TITLE: Public Service Representative CLASS CODE: 957

REPORTS TO: Plant Operations Supervisor GRADE: 18

DEPARTMENT: Utilities FLSA: N

JOB SPECIFICATION DATE: July 1, 2005 bwg

JOB SUMMARY:

Operates and maintains all City owned and used wells, well sites, and reservoirs. Receives all after-hours and weekend calls from the public and other City departments concerning line breaks and other problems. Evaluates the calls and dispatches work crews as needed.

ESSENTIAL FUNCTIONS:

1. Inspects, adjusts, operates, monitors and maintains well site equipment, including well pumps, booster pumps, chlorine injection stations, reservoirs, sewage lift stations, and main valves.
2. Receives after hours and weekend telephone calls from the public, Police, Fire, Engineering, Utilities, and other City departments regarding problems such as water leaks, line breaks, sewer back-ups, traffic lights out, road hazards, and security breaches at well sites.
3. Determines the nature of the after hours problem, the action needed, and contacts appropriate work crews or City staff to respond.
4. Directly responds to water quality complaints, involving pressure, taste, odor, cloudy water (air), high or low chlorine and other complaints at customer's residence.
5. Maintains information log of calls handled and crews dispatched.
6. Takes and records pressure and production readings from well pumps, and City water/wastewater main service lines.
7. Services and maintains remote well sites and reservoirs.
8. Performs a daily operational check and cleans debris from lift stations.
9. Monitors and makes adjustments at Water Treatment Plant on off-hours.
10. Directly operates well pumps as requested by the Senior Operator at the water plant.
11. Collects bacteriological water samples from individual residences and dedicated sample taps throughout the City. Records location, time and chlorine residual as requested by the plant chemist.
12. Enters production readings into computer database to formulate daily, monthly, and yearly reports.
13. Performs security checks of outlying City owned properties and remote sites.
14. Meets or talks daily with contractors regarding emergency turn off of City mains; meets with Salt River Project and CenturyLink crews at well sites; provides emergency Blue Stake service.

SECONDARY FUNCTIONS:

15. Assists in changing chlorine cylinders at well sites, reservoirs, and water treatment.
16. Trains new Public Service Representatives.
17. Orders supplies and chemicals from warehouse.
18. Services and performs minor landscaping at well sites and reservoirs.
19. Performs other related duties as assigned.

KNOWLEDGE, SKILLS, ABILITIES:

Knowledge of:

Operation and maintenance of water pumps, water transmission systems, chlorinating and metering equipment, and sewage lift stations.

Operation of radio equipment, mobile phones, and paging equipment.

General operations of a city public works department.

Ability to:

Read and record pressure gauge readings, electrical meters and other recorders.

Keep neat and accurate records and logs.

Exercise sound judgement in decisions involving the dispatching of City work crews.

Establish and maintain effective working relationships with co-workers, the general public, public safety agencies, and public officials.

Follow standardized operating procedures and accept responsibility to working unsupervised shifts.

WORKING CONDITIONS:

Shift-work involving heavy lifting, climbing, and walking, occasionally in adverse weather conditions and/or traffic areas. Exposure to some hazards and toxic materials.

MINIMUM QUALIFICATIONS:

High school education and one year of experience in public contact work and the maintenance of water pumps, and water transmission systems.

Any equivalent combination of training and experience, which provides the required knowledge, skills, and abilities, is qualifying.

SPECIAL REQUIREMENTS:

Possession of a Grade 1 Water Treatment Plant Operator's Certificate within one year from the date of hire.

Valid Arizona driver's license.

Rotating shift work is required.

Some positions may require a commercial driver's license with hazardous materials endorsement, within 90 from the date of hire.

Applicants will be required to undergo drug testing prior to employment and will be subject to further drug and alcohol testing throughout their period of employment in accordance with the City of Glendale Substance Abuse policy.