

POSITION TITLE

UTILITIES TECHNICIAN

DEPARTMENT

**PUBLIC WORKS
WATER/WASTEWATER DIVISION**

SUMMARY OF DUTIES

The Utilities Technician is responsible for accurately locating all underground piping associated with the City's water distribution, sanitary and storm sewer collection systems, for providing operational and maintenance services for all municipal water meters (up to and including 25 mm (1 inch)) and for completing monthly meter reading activities. They may be called upon from time to time to locate all City owned utilities i.e. private hydro, communications, gas on City property.

Using a locate software program, the Utilities Technician is required to prepare accurate reports and sketches in a timely manner to ensure that all locates are completed as per the requirements of the Ontario One Call system. The Technician is also required to respond to and complete emergency locate requests (during regular hours and afterhours) within the time prescribed by Ontario One Call.

At the end of each month, using a drive-by data collector and laptop, the Utilities Technician completes meter reading and follow-up activities. Using their excellent customer service skills, the Technician is required to enter properties when completing water meter repair work orders and when responding to high water bill complaints from consumers.

The position may provide operational support to other infrastructure services (i.e. snowplowing relief) and performs other duties as assigned.

The duties of this position are backed up by other staff in the Water/Wastewater Division on an as-needed basis to ensure all compliance and/or internal deadlines are met.

SUPERVISED BY

Water/Wastewater Superintendent and/or designate

EDUCATION

Ontario Secondary school diploma or equivalent.

Damage Prevention Technician (DPT) certification in Water and Sewer, at a minimum, or possessing the necessary experience to be able to obtain within six (6) months of hire. Additional DPT certification in Gas/Oil, Telecom and Power an asset.

DZ driver's licence must be obtained within six (6) months

of hire. Valid Class 'G' driver's license minimum requirement.

Water Meter Installer Certificate, or ability to obtain within one (1) year of hire.

Must successfully complete a mandatory Cross Connection Control course within one (1) year of hire.

Valid, current Confined Space Entry training, or ability to obtain within six (6) months of hire.

Valid, Basic first aid/CPR, or ability to obtain within six (6) months of hire.

EXPERIENCE

Minimum three (3) years utility locating experience, preferably water and sewer, in a municipal setting.

Minimum two (2) years' experience in a related field preferred.

Mechanical or plumbing experience or related experience (i.e. working with small tools, repairing electronic and/or plumbing devices) preferred.

Minimum one (1) year experience working with the public.

Minimum one (1) year experience with computer applications.

MAJOR RESPONSIBILITIES

(The following sets out the principal functions of the position and shall not be considered as a detailed description of all work requirements)

1. Program/Services

- Field locates all underground City owned piping including water distribution, sanitary and storm sewer collection systems, and all City owned utilities (hydro, communications, gas) located on City owned property. Employs various industry methods such as line of sight, electronic locate tools, map interpolation and distance measuring and provides accurate surface markings of located underground utilities.
- Functions as the City's field agent for the Ontario One Call system by tracking and prioritizing locate requests, performing requested field locating work within the prescribed time (standard, priority and emergency requests) and responding to customer service questions.
- Schedules and conducts field site meetings with contractors, City departments and/or other public agencies to assist in clarifying locate information.
- Utilises computer software programs to receive and complete locate tickets by creating clear, concise sketches and uploading completed locates.

- Update and maintain Water/Wastewater Division water and sewer service locate records and performs tracer wire verification tests on new infrastructure installations.
- Liaise with other City departments, such as Engineering or Water/Wastewater for assistance in drawing interpretation and/or measurements.
- At the end of each month, using a drive-by data collector and laptop, read approximately 6000 water meters and follow up with reads that could not be obtained during the drive-by to ensure accurate meter reads for billing purposes (generally over a 2–3 day period).
- Prior to completing monthly meter reading activities, upload the electronic files from the Water Billing Clerk into the meter reading software, and when all meters have been read, download the reads from the software and provide the Water Billing Clerk.
- Schedule appointments with customers in response to water usage investigations and in response to water meter repair requests by the Water Billing Clerk.
- Liaise with the Building Division regarding water meter inspections for occupancy.
- Download water meter dataloggers in response to water usage investigations and interpret the data to explain water usage to customers in a tactful, courteous manner and provide information to assist customers in finding internal plumbing leaks.
- Maintain accurate work records, including complaint resolutions, maintenance and repair logs, photos etc., in the applicable database and paper records.
- Make all necessary adjustments and repairs, including the replacement of outmoded or damaged water meters up to and including 25mm (1 inch), being mindful that the water meters are generally located inside private property, and care is required in all activities to ensure there is no property damage (i.e. from water during meter replacement).
- When required assist the Plumber in the repair, replacement, installation and calibration of 38mm (1.5”) and larger meters.
- Turn water services on/off as required.
- Complete service requests and work orders using City of Port Colborne online work order system.
- To efficiently operate and maintain all assigned equipment.
- Conduct daily inspections and maintain as required all equipment assigned including daily lubrication and reporting requirements.
- To perform duties in accordance with the City of Port Colborne Health and Safety Manual and the Occupational Health and Safety Act.
- Provide operational support to other infrastructure services, as required.
- Perform other duties as assigned.

2. Human Resources

- The position works under the general supervision of the Superintendent.
- The Utilities Technician primarily works alone.
- Periodically performs some direction of others when being assisted in the field.
- Trains Water/Wastewater Division staff in the use of all utility locating equipment and their operating procedures and in water meter operational and maintenance activities.

3. Material Resources

A variety of equipment including, but not limited to:

- City vehicle
- Underground pipe and cable locators
- Laptop – in field and in office

- Drive-by data collector
- Handheld meter reading unit
- Handheld touchpad reading unit
- Cell phone
- Tablet
- Handheld tools
- Calculators
- Laptop work station
- Forms and other controlled documents.

SKILL AND EFFORT

4. Knowledge

- Demonstrated ability in excellent customer service practices.
- Ability to read, understand and interpret blueprint, engineering, construction, water, wastewater maps, GIS mapping, sketches and drawings.
- Demonstrated ability to operate a variety of underground pipe and cable locating equipment.
- Demonstrated ability to operate computers and various software applications: more specifically MS Windows operating system and MS Office Suite. Previous experience with UtiLocate software an asset.
- Knowledge of methods, materials and common practices in water meter installation and service activities.
- Knowledge of electrical hazards associated with the installation and/or removal of meters due to the grounding of the electrical service.
- Attention to detail/complete and accurate record-keeping.
- Knowledge of basic equipment and tool operation.
- Knowledge of basic math (ability to add, subtract, multiply and divide whole numbers).
- Adaptable to change, willing to learn and practice new skills; maintain up to date technical knowledge.
- Technical knowledge of safe vehicle operation, construction practices, confined space entry and traffic control.
- Practical knowledge of safety equipment and practices, including WHMIS, confined space entry, health and safety and traffic control.
- Knowledge of City streets and business locations is an asset.

5. Physical Skill and Effort

- Extensive walking, crouching, bending etc. over various types of terrain (grass, gravel, ditches, etc.) and in confined spaces in and around construction zones and residential, commercial and industrial areas.
- Job involves heavy lifting ie: manhole lids, catch basin covers, etc.
- Possess manual dexterity and physical strength to drive equipment and to use hand and power tools.
- Sufficient flexibility, mobility, stamina and balance to perform maintenance and repair operations that require bending, stooping, kneeling, stretching, moving over rough or unfamiliar terrain, or within tight spaces (i.e. crawlspaces) and other physical exertions

- in working to repair and replace water meters.
- Ability to distinguish among colours.

6. Decision Making and Judgement

- Exceptional ability to understand both written and oral direction.
- Work is assigned daily and carried out under little supervision.
- Ability to prioritize and complete work under tight time deadlines.
- Ability to interpret sewer and water distribution maps and construction drawings, together with locating equipment data to ensure buried infrastructure is accurately marked out.
- Demonstrated aptitude for problem solving and troubleshooting.
- Exercises reliable judgement in recognizing/analysing situations in the field, restrained by methods, procedures and standards.
- Ability to assess circumstances and use reasonable judgement in discretionary situations

7. Interpersonal Skills/Contact

- Ability to interact effectively with other people.
- Must have excellent oral and written skills.
- Demonstrated ability in customer service techniques.

Internal

- Must be able to communicate effectively with Supervisors and peers.
- Must maintain effective working relationships with co-workers and associates in an environment of teamwork.

External

- Must be tactful, professional and courteous with the public, able to diffuse tense situations (i.e. high bill complaints, illegal connections, water meter tampering, etc.).
- Other utilities, contractors and/or consultants,
- Staff from other departments (i.e. Treasury, Engineering, etc.).

WORKING CONDITIONS

8. Environment

- Primary duties are a mixture of field and office work, in various site conditions or weather.
- Water meter inspections, repairs and/or replacements are performed in private residences, commercial properties, institutional and industrial properties and may require entering tight or restricted spaces, such as crawlspaces, where there could be exposure to electrical hazards, mould, dust, rodent faeces, etc.
- Office work required to complete mandatory recordkeeping, data entry etc.
- City vehicle is equipped to be used as a “mobile office”
- Major disagreeable conditions of frequent exposure (i.e., sewer contents, chlorine, dust/dirt, grease/oil, extreme temperatures, travel, noise, vibration, odour/fumes, inclement weather, trench operations, occasional night work)
- Required to enter confined spaces and trenches with appropriate safety measures in place.

9. Control Over Work Schedule

- Schedules daily activities based upon locate requests, meter repair orders and/or service requests and monthly meter reading activities.
- Prioritizes received locate requests to meet prescribed timelines
- Normally not required to work outside regular working hours, however, required to respond to and complete afterhours emergency locate requests within the time prescribed by Ontario One Call.
- Vacation and time off that is not of an emergency nature will not be permitted during the scheduled monthly water meter reading dates.

**In agreement with the duties and responsibilities of this position.
Education and Experience is determined by the Corporation.**

Agreed to:	Department Head	_____
	Supervisor	_____
	Employee	_____
	CAO	_____

Dated: _____