



TOWN OF HOPKINTON JOB DESCRIPTION

<b>Title:</b> Water Technician	<b>FLSA Status:</b> Non-Exempt
<b>Department:</b> DPW	<b>Union Status:</b> Represented
<b>Reports to:</b> Water & Sewer Manager	<b>Effective Date:</b> 2/2024

**Summary**

Under the direction of the Water & Sewer Manager, the Water Technician provides for the delivery of high-quality water throughout the water distribution network. This position performs all necessary work related to the installation, maintenance, and repair of public water distribution systems to commercial, residential and public properties. Ensures organizational efficiency in the application of prescribed policies, procedures, and methods. Work involves frequent interpretation of policies, procedures and guidelines, and may involve the development of recommendations consistent with directives, policies and regulations.

**Essential Functions**

*The essential functions or duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.*

Works from charts, specifications, work orders, and written and verbal instructions when performing installation, repair and maintenance of the town water system, including water mains, valves, water service lines/connections, curb boxes, fittings, hydrants, pump stations, and water meters. Performs water testing and adds chemicals as necessary to drinking water according to strict guidelines.

Installs, repairs and maintain water mains, hydrants and service meters. Install water service taps and connections for customers. Cut, tap and thread feeders. Cuts and install specified type and size of connectors. Installs gate and curb box, fittings and connectors. Cuts blacktop, operates backhoe to dig and trench for installation of service connection. Drills and chops concrete, ledge, frost, to clear path for installation process. Fill and cover trenches; replaces with appropriate fill. Cleans up areas and disposes of debris. Seeds and rakes area as required. Answers questions and concerns.

Excavates breaks, repairs or replaces hydrants, checks, flushes and protects hydrants. Changes meters, reads meters, checks pumping stations, greases and lubricates pumps. Turns water service off and on as appropriate. Maintains accurate records as required; maintains field reports, work orders and other records.

Maintains water pump stations, hydrants, meters, valves, vehicles, buildings, equipment and tools. Detects and reports malfunctioning equipment and defective materials to supervisor. Investigates leaks ranging from meter leaks to large main leaks, determines level of repairs required.

Provides excellent customer service by responding to customer complaints about the water system. Responds to emergency calls during and after normal working hours.



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Supports Water Working Foreman when planning and preparing for projects and with all reporting requirements. Works with outside contractors in installation and repair projects, provide assistance in locating water pipes and parts. May be designated as a crew leader or foreman.

Follows all safety rules, laws, practices and procedures. Maintains work zones in safe, clean, and orderly condition.

Drives and operates heavy equipment including a backhoe, loader, snow removal equipment, vactor, dump truck, and other large and small motorized equipment. Operates snowplow and other road maintenance vehicles during, before and after storm events as assigned. Provides assistance to other division personnel as required.

Performs similar or related work as required, directed or as situation dictates.

### **Supervision Received and Exercised**

Works under the general direction of the Water and Sewer Manager. Performs a variety of skilled and semi-skilled tasks which require the exercise of independent judgment and initiative while performing duties within established guidelines.

### **Qualifications**

Education, Training and Experience: High School equivalency and 3+ years of experience in public works construction and maintenance including experience in the operation of a public water distribution system; or any equivalent combination of education and experience.

Knowledge of: Thorough knowledge of the principles, procedures, methods, equipment, materials, and tools employed in the operation and maintenance of a municipal water distribution system. Thorough working knowledge of public works equipment operation. Working knowledge of fundamental construction and maintenance procedures. Knowledge of field safety and Department of Labor Standards Law.

Ability to: Ability to evaluate and recommend repairs, keep customer inconvenience to a minimum. Demonstrated experience in effectively dealing with the public, must be able to prepare written and oral reports. Must possess the ability to read and interpret blueprints and plans. Ability to communicate effectively and tactfully with staff and the public, ability to compose correspondence, ability to prioritize and complete multiple tasks at one time with frequent interruptions, ability to operate a computer with intermediate Google G-suite skills, ability to create spreadsheets and maintain records, ability to use telephone system.

Skill: Water samples and testing, organizational skills, writing, interpersonal/collaborative communication, resourcefulness and discretion; computer skills that encompass effective use of word processing, mechanical aptitude.

Preferred/Required Licensing/Certification: Possession of a Water Distribution License and a Water Treatment License preferred; certification level as required by the State for the system size (required within one year of hire); Possession of a valid 2B Hoisting License and Class B CDL required.



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### **Job Environment**

- Majority of work is performed outdoors with exposure to temperature extremes and inclement weather. Subject to the hazards associated with construction sites and working with/around vehicles and tools. Work environment is very loud. Administrative work is performed in a typical office environment.
- On-call rotation for after hour emergencies and weekend station checks.
- Overtime work is required.
- Regularly operates heavy/light trucks, heavy equipment, hand/power/pneumatic tools, and standard office equipment.
- Interacts frequently with the general public, other town departments, contractors, and vendors. Communicates in person, by telephone, and by email. Contacts generally involve an information exchange dialogue.
- Errors in judgment may result in significant time loss/delay, cause damage to buildings and/or equipment, result in serious personal injury/injury to others, and have monetary and legal repercussions.

### **Physical Requirements**

*The physical demands described are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

Spends the majority of the day standing/walking or operating equipment. Performs continual heavy physical labor. Stoops, kneels, crouches, and/or crawls. Lifts and/or moves objects weighing up to 100 pounds such as tools, equipment, supplies, etc. Must be able to access all levels of a construction site/building/structure, traverse uneven terrain, climb a ladder, and enter and exit from vehicles. Manually operates all department vehicles, tools, and equipment. Communicates verbally and in writing. Vision and hearing at or correctable to normal ranges.

*This job description does not constitute an employment agreement between the employer and employee, and is subject to change by the employer, as the needs of the employer and requirements of the job change.*

*Equal Opportunity/Americans with Disabilities Act Employer*