



LAKE WHATCOM WATER & SEWER DISTRICT

1220 Lakeway Drive
Bellingham, WA, 98229

(360) 734-9224
Fax 738-8250

Lake Whatcom Water & Sewer District Employment Opportunity

Utility Systems Support Specialist

The District, which is a special purpose government entity providing municipal water and sewer service in the Sudden Valley/Geneva/North Shore areas, is presently recruiting for a full time an entry level Utility Systems Support Specialist.

This position collects and enters meter reading data into the computerized meter reading system; performs a wide variety of customer service functions, and is responsible for scheduling and conducting District underground utility locates. This position performs Water Distribution System compliance testing and collects samples for routine analysis, and supports Accounts Receivable, Engineering, and assists Maintenance staff as necessary.

This position is an entry level position. Incumbents are expected to meet all necessary performance and certification requirements.

The District offers excellent benefits, including WA State PERS Retirement, health/dental/vision insurance, a voluntary deferred compensation program and District contribution after 5 years, vacation and sick leave. The salary range in 2017 is \$26.54 to \$33.59 per hour, with hire typically at the entry wage. Incumbents in this position will be subject to after-hours call out, and overtime. This position is represented by the AFSME bargaining unit. For a full job description along with minimum and desired requirements, including application information please go to WWW.LWWSD.ORG. The full job description posted identifies the essential functions of the job; not every function that may be required is described. The first review of applications will be on May 15, 2017. The District is an equal opportunity employer and encourages minorities and women to apply.

Announcement Date: 4/20/2017



Lake Whatcom Water & Sewer District Job Description

Job Title: Utility Systems Support Specialist

FLSA Status: Non-Exempt

Reports To: Maintenance Supervisor

Revision Date: May 25, 2011

POSITION PURPOSE:

Incumbent collects and enters meter reading data into the computerized meter reading system; performs a wide variety of customer service functions, and is responsible for scheduling and conducting underground District utility locates. Performs Water Distribution System compliance testing and collects samples for routine analysis. Supports Accounts Receivable, Engineering, and assists Maintenance staff as necessary.

REPORTING RELATIONSHIPS:

Reports to the Maintenance Supervisor and maintains close working relationships with Engineering, Finance, and Maintenance staff. Does not supervise others but may provide lead direction based on type of work assigned.

ESSENTIAL DUTIES AND RESPONSIBILITIES include but are not limited to the following:

- Serves as Lead Meter Reader and operates the computerized meter reading system; determines meter routing and reading sequence, downloads data from meter reading equipment to utility billing systems; and checks for faulty meters and determines whether meter can be repaired or needs to be changed out.
- Retrieves information from the utility billing system and generates consumption and leakage reports for management.
- Responds to customer inquiries, problems, and complaints related to metering by working with finance staff and property owners to investigate leaks and high water usage; refers billing complaints to the District office, and performs meter lock off assignments;
- Digs up, lifts, and replaces broken or old meters and boxes and landscaping surroundings. Tightens leaky fittings; investigates meter leaks and diagnoses problems, reports major repair needs to supervisor, conducts testing on meters, and performs minor rebuilds or repairs;
- Provides customer service over the telephone or in-person in response to customer inquiries regarding meter locates, water usage concerns/complaints, off-schedule meter reading, leaking meters, and new hookups; inspects new and/or rebuilt customer water and sewer service facilities to ensure compliance with District standards.
- Conducts residential PRV inspections and documents that the appropriate process is followed; tracks installations and ensures that permits are recorded and billing staff notified.
- Schedules and conducts field utility system locates for the District using utility maps/drawings and electronic equipment; marks underground utility locations; notifies engineering or operations personnel of maintenance work or work monitoring needed; responds to emergency locate requests and requests for clarification in the field.
- Performs chlorination sampling, and water use readings; collects bacteriological, lead and other water samples; performs water treatment plant readings; conducts sampling for iron, manganese, chlorine, etc. and notifies the Water Treatment Plant Operator of findings.

- Performs water quality compliance testing and prepares monthly Washington State Department of Health compliance reports related to unaccounted for water.
- Performs cross connection control inspection to ensure public water system protection from contamination; ensures conformance with federal, state, and local cross connection regulations;
- Conducts water/sewer pump run inspections; records and report's findings.
- Assists Utility Workers and Maintenance Workers to perform their respective functions (e.g., provide traffic control/worker safety in roadways, "flagging").
- Performs other related duties as required or assigned.

MINIMUM QUALIFICATIONS:

Knowledge of:

- District's geographical service area, boundaries, service area transmission lines and mains;
- Customer service techniques;
- Related laws, regulations, specifications, requirements, and codes;
- Practices, principles and techniques of backflow devices and cross connections;
- Operating characteristics of plumbing, water system, and related devices;
- Backflow devices and cross connection control problems and their prevention;
- Applicable water supply and related distribution equipment and facilities;
- Methods, tools and equipment, and standard practices for locating and marking underground utilities;
- Laws governing locate requests;
- Utility installations;
- Utility locating equipment;
- Work hazards and safety procedures, rules and regulations.
- Job site safety practices and traffic control;
- Computers and applicable software.

Skill in:

- Reading meters, meter replacement and minor repairs or rebuilds;
- Reading and interpreting maps, record drawings, and other engineering documents to locate underground utilities;
- Scheduling and prioritizing locate requests;
- Record keeping, taking field notes, mapping and map reading;
- Operating utility locating and measuring equipment;
- Analyzing and interpreting the results of a variety of cross connection control tests;
- Identifying and resolving water quality problems related to cross connection;
- Maintains accurate records and prepares appropriate reports;
- Operating and maintaining testing equipment;
- Driving safely in all weather, road and site conditions according to applicable laws;
- Operating hand and power tools including hand-held computer;
- Performing basic mathematical computations;
- Using office equipment and tools such as phones, copiers, calculators, fax machines, computers and related software applications;
- Communication and interpersonal skills as applied to interaction with coworkers, supervisor, the general public, etc. sufficient to exchange or convey information and to receive work direction.

Experience/Education:

Any equivalent combination of education and experience that provides the applicant with the knowledge, skills and abilities required to perform the job. A typical way to obtain the knowledge and abilities would be:

Experience: One year of experience in utility maintenance, installations and operations in a water/sewer utility or in the construction industry including utility locating experience.

Education: High school diploma or GED equivalent.

Licenses and Certifications:

- Possess and maintain a valid Washington State Driver's License.

Within one year of employment:

- Washington State Traffic Control Certification
- Washington State First Aid Card.

Within two years of employment:

- Water Distribution Manager I Certification
- Cross Connection Control Specialist Certification

WORK ENVIRONMENT:

Performs functions in both field and office environments with low everyday risks. Field work exposes the employee to inclement weather, roadway traffic, and other conditions that require the employee to use protective clothing and appropriate safety equipment, and follow established safety procedures. Field work involves exposure to hostile animals and angry customers. Office work involves sitting, standing or working in front of a computer terminal for extended periods of time. Incumbents are subject to 24-hour call-back/standby as assigned to resolve customer problems and/or perform emergency maintenance after normal working hour on nights, weekends, and holidays and be available for callback to work or assist in emergency repairs.

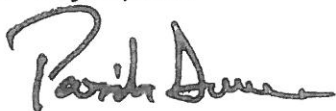
PHYSICAL REQUIREMENTS:

This position typically requires climbing, balancing, stooping, kneeling, crouching, crawling, reaching, standing, walking, sitting, pushing, pulling, lifting, finger dexterity, grasping, feeling, talking, hearing, seeing, smelling and repetitive motions for an entire day.

Very heavy work: Exerting in excess of 100 pounds of force occasionally, and/or up to 50 pounds of force frequently, and/or up to 20 pounds of force constantly to move objects.

This job description does not constitute an employment agreement and may be changed or amended at any time to meet the needs of the District.

Approved: May 25, 2011



Patrick Sorensen, General Manager



Lake Whatcom Water and Sewer District
1220 Lakeway Drive
Bellingham, WA 98229

(360) 734-9224 Fax (360) 738-8250

EMPLOYMENT APPLICATION

An incomplete application may delay action or disqualify you. Please type or use ballpoint pen in completing this application.	Position Applied For:
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PERSONAL

Name: Last		First	M.I.
Street Address:		Home Phone:	
City: State: <i>Have you resided at the above address at least 3 years? If no, give prior address below.</i>		Daytime Phone:	
Prior Address:	Driver's License Number/State Expiration Date:		If under 18 years of age, can you furnish a work permit? () YES () NO
Have you ever applied for employment with the LWWS? () YES () NO If yes: Month and year _____ Department _____			
Are you available for full-time employment? () YES () NO If not, when can you work?			
You may need to work overtime. Will such a requirement create a problem for you? () YES () NO			
Can you perform the essential functions of the position for which you are applying with or without reasonable accommodation? () YES () NO			
Are you legally eligible for employment in the United States? () YES () NO If no, why?			
Do you know anyone working for LWWS? If yes, who?			
Do you claim Veteran's Preference? Yes____ No____ (Attach DD form 214/or discharge papers.)			

EDUCATION

TYPE OF SCHOOL	SCHOOL AND LOCATION	MAJOR COURSES	CREDIT HOURS EARNED	YEARS ATTENDED	DEGREE RECEIVED
High School or GED					
Business or Technical					
Undergraduate Studies					
Graduate Studies					
Other Courses or Training					

Describe your abilities, knowledge and skills that qualify you for this position:

List your licenses or certificates (professional or trade licenses or certificates required for this position)

Have you been convicted of a criminal offense or released from jail within the past 7 years? (An affirmative answer will not automatically disqualify you from being considered for employment.)

☐ YES ☐ NO If yes, list below:

Name of Court	City and State	Date of Conviction

WORK HISTORY

Beginning with your present or most recent employment, list your work experience history for the last 10 years. Attach additional sheets as necessary. COMPLETE THE FOLLOWING SECTIONS EVEN IF YOU ARE SUBMITTING A RESUME IN ADDITION TO THIS APPLICATION. AN INCOMPLETE APPLICATION MAY DELAY ACTION OR DISQUALIFY YOU.

In evaluating your application, we may contact the employers listed below, unless you indicate those you do not want us to contact and state a reason.

Employer's Name:	From To
Address:	Supervisor:
Phone: Hours worked per week:	Starting Salary:
Position Title:	Ending Salary:
Primary Duties:	Number of employees supervised by you:
Reason for leaving (if still employed, indicate reason for wanting to leave):	May we contact your employer? If no, please state reason.

Employer's Name:	From To
Address:	Supervisor:
Phone: Hours worked per week:	Starting Salary:
Position Title	Ending Salary:
Primary Duties:	Number of employees supervised by you:
Reason for leaving:	May we contact your employer? If no, please state reason.

Employer's Name:	From To
Address:	Supervisor:
Phone: Hours worked per week:	Starting Salary:
Position Title:	Ending Salary:
Primary Duties:	Number of employees supervised by you:
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Primary Duties:	Number of employees supervised by you:
Reason for leaving:	May we contact your employer? If no, please state reason.

Employer's Name:	From To
Address:	Supervisor:
Phone: Hours worked per week:	Starting Salary:
Position Title:	Ending Salary:
Primary Duties:	Number of employees supervised by you:
Reason for leaving:	May we contact your employer? If no, please state reason.

Were you known by a different name by any of the above employers or educational institutions? () YES () NO If yes, please identify the employer or educational institution and state the name by which you were known:

DRIVERS RECORD REQUIREMENT

For positions requiring a valid Washington State Driver's License, a five-year Employment Driving Record Abstract from the State Department of Licensing is required and must be attached to the completed employment application. Applications without the abstract will not be considered. A driving record abstract can be obtained at any State DOL office upon request. A nominal fee, plus your driver's license for identification, is required by the State DOL office.

ACCOMMODATION

If you need accommodation in order to complete or participate in the application or interview process, please notify the District by calling 360-734-9224.

EQUAL EMPLOYMENT OPPORTUNITY

It is the policy of the District to provide equal opportunity for employment to all individuals regardless of race, color, religion, sex, national origin, age, veteran status, marital status, political affiliation, sexual orientation, the presence of sensory, mental or physical disability, or other basis prohibited by federal, state or local law. This policy applies to all areas of employment, including, but not limited to, recruitment, selection, placement, retention and separation. (State Law RCW 49.60 and WAC 162-12-170)

SIGNATURE AND ACKNOWLEDGEMENT

I, the below-signed, make this application as an inducement to this Employer to evaluate my application and to employ me. I have read this completed application, including the Equal Employment Opportunity statement, and I certify that entries made by me are without omission and are a full, truthful account of my present and past activities. I authorize and give the right to the District to make a thorough, vigorous investigation of all entries made on this form by me and other materials I have provided. Any false or misleading statement or entry on this form and other material I have provided will result in my immediate termination, if I am employed. I agree to prompt payroll deduction of overpayments made to me or amounts owed to the District.

This is a legal document, read it carefully before signing.

Signature

Printed Name

Date

AUTHORIZATION TO RELEASE INFORMATION

I, _____, hereby grant permission for the Lake Whatcom Water and Sewer District, to contact any and all of my prior employers to inquire about any and all aspects of my current and prior employment. I understand and agree that the Lake Whatcom Water and Sewer District may ask for and receive information regarding my performance, duties, compensation and any other matter in any way related to my current and prior employment. I hereby waive any right I may have, now or in the future, to bring a claim against the Lake Whatcom Water and Sewer District, its past or present agents, employees, officials, representatives or attorneys, in their individual or official capacities, for any information about which it may inquire or receive from any of my prior employers. I also hereby waive any right I may have, now or in the future, to bring a claim against any of my current and prior employers, as well as their past or present agents, employees, officials, representatives or attorneys, in their individual or official capacities, for any information they may provide to the Lake Whatcom Water and Sewer District. I acknowledge that this permission and waiver are freely and voluntarily given to Lake Whatcom Water and Sewer District.

Signature

Printed Name

Date

Only hard copy applications are accepted (no email). Applications must be submitted at the front counter or mailed to:

Attn: Patrick Sorensen, General Manager
Lake Whatcom Water and Sewer District
1220 Lakeway Drive
Bellingham, WA 98229

In accordance with the Immigration Reform and Control Act, Section 274A, all new employees must show employment authorization to work in the United States and verify identity. New employees will be advised of acceptable documents to verify identity and work authorization. Applicants are advised that this documentation must be submitted within 24 hours of the date of hire. This is a condition of employment with the Lake Whatcom Water and Sewer District.