



CITY OF RICHLAND

CLASSIFICATION TITLE: WATER QUALITY COORDINATOR	JOB # 3036	AFFILIATION: Affiliated (IUOE)
REPORTS TO: WATER MANAGER OR DESIGNEE	PAY GRADE: N/A	FLSA STATUS: Non-Exempt

GENERAL SUMMARY:

Under the direction of the Water Manager or designee, provides quality assurance of the City's drinking water throughout the distribution system; ensures compliance with the State Health Department drinking water monitoring regulations; administers and monitors the City's Cross Connection Program and investigates customer complaints regarding water quality. Subject to after hours and weekend work as needed.

ESSENTIAL JOB FUNCTIONS:

Duties listed are representative of the types of tasks and functions performed by positions of this class of work. Percentage of time and rank of importance of duties are not listed since both will vary by position and work location. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Performs distribution system sampling.
- Administers the City's backflow prevention program, providing ongoing surveillance, and the monitoring and testing of City owned backflow assemblies.
- Responds to and investigates customer complaints regarding water quality, pressure, taste and odor; consults with customers, takes water samples and answers questions and/or provides solutions.
- Prepares a variety of reports for the State Health Department and others, including Water Quality Analyses, Cross Connection Inspection records, Bacteriological testing and other specialized reports as required.
- Evaluates new or modified water delivery systems for actual or potential sources of cross-connection (contamination).
- Performs field lab analyses for pH levels, hardness, alkalinity, chlorine residual and microscopic examination as required.
- Advises and consults with customers, and recommends compliance measures for degree of hazard.

- Performs other duties as assigned.

KNOWLEDGE, SKILLS & ABILITIES:

Specific and realistic knowledge, skills and abilities typically necessary to competently perform this job.

Knowledge of:

- Applicable Federal, State, and local laws, rules, codes and regulations related to assigned activities.
- Health and safety laws, regulations and policies applicable to assigned tasks.
- Conduct cross connection control inspections.
- Prepare and submit Washington stats reporting.
- Modern office practices, methods, procedures and equipment.
- Record-keeping principles, procedures and techniques.
- Applicable safety procedures and practices.

Skills and Abilities to:

- Learn, read, interpret, and apply and explain rules, regulations, policies and procedures.
- Maintain current knowledge of applicable laws and regulations to remain in compliance.
- Respond to and investigate customer questions and concerns regarding water quality.
- Maintain all records to satisfy compliance reporting to State.
- Use lab testing tools, equipment and meters in the performance of duties.
- Follow oral and written instructions.
- Observe legal and defensive driving practices.
- Follow safety and health regulations.
- Communicate effectively both orally and in writing; comprehend and use English effectively including producing all forms of communications in a clear, concise and understandable manner to intended audiences.
- Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; work independently with little or no direction, set priorities and meet deadlines.
- Use tact, initiative, prudence and independent judgment within general policy and procedural guidelines.
- Establish, maintain and foster positive and effective working relationships with those contacted in the course of work.
- Operate a variety of modern office equipment and personal computers in a windows based computing environment, using standard or customized software application programs appropriate to assigned tasks.
- Provide continuous effort to improve operations and work cooperatively and jointly to provide quality customer service.

EDUCATION & EXPERIENCE REQUIREMENTS:

- High school diploma or equivalent.
- Three (3) years of increasingly responsible experience in public water systems, preferably with water quality related responsibilities.
- Or an equivalent combination of education, training and experience that will provide the necessary knowledge, skills and abilities to successfully perform the essential functions of the job.

LICENSES, CERTIFICATIONS & OTHER REQUIREMENTS:

- Valid driver's license upon hire date.
- Must have current Washington State Water Distribution Manager III certification as required by the water system size upon hire date and obtain Washington State Water Distribution Manager IV certification within one (1) year of eligibility to test.
- Current Cross Connection Specialist Certification upon hire date.
- Current Washington State Backflow Assembly Tester Certification within one (1) year of hire date.

COMPETENCIES:**Foundational**

- **Use Technical/Functional Expertise:** Displays an appropriate depth of knowledge and skills as required for the position and commensurate with the time in class. Uses technology as appropriate for the position. Seeks additional knowledge and information to continually enhance knowledge in areas of specialty.
- **Be Accountable for Performance:** Actively shows responsibility, reliability, and trustworthiness. Ensures work and information are complete and accurate. Admits mistakes and looks for ways to improve. Models self as dependable and reliable. Follows up with others to ensure agreements and commitments have been fulfilled. Values the importance of team and organizational success. Independently takes action to influence events, to improve own or organizational performance and to promote the goals of the organization.
- **Provide Excellent Customer Service:** Anticipates, assesses, and responds effectively to the needs of diverse customers, both internal and external, providing consistently excellent service that is timely, accurate, courteous, and respectful.
- **Communicate Effectively:** Uses verbal and written skills effectively to ensure that information is successfully shared throughout the organization. Relates well to a range of people. Shows sensitivity to the needs of others. Demonstrates ability to build rapport and facilitates mutual understanding.
- **Work Safely:** Knowledge and application of relevant safety requirements that apply to the specific work being done. Recognizes and mitigates safety hazards on the job. Observes

rules and regulations to comply with personal and workplace safety standards. Works to create a hazard-free, accident-free environment.

WORKING CONDITIONS

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

Environment:

- Work areas are both indoor and outdoor, which requires travel daily from site to site and checking on water system facilities and equipment.
- The position involves work outdoors on a year round basis and is subject to extreme weather conditions.
- Water Quality Coordinator may work above or below the ground.
- The noise level in the work environment is usually quiet to moderate, depending on whether in the office and/or in the field.
- May be exposed to moving mechanical parts and vehicles within a construction site.
- Lighting and temperatures are typically adequate, and there are is little to no hazardous or unpleasant conditions caused by noise, dust, etc.
- Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies/procedures.

Physical Demands:

- Must be able to regularly and punctually attend work at the office or other assigned locations.
- Operate a motorized vehicle, which may include inclement weather conditions.
- Operate standard equipment for assigned tasks.
- Ability to sit, stand, walk, bend, reach with arms and hands, kneel and stretch, occasionally entering confined spaces, such as underground vaults and reservoirs as well as the ability to climb ladders and stairs.
- Water Quality Coordinator must be able to walk through construction sites at all stages of completion, and negotiate uneven terrain.
- Ability to lift, push, carry and pull materials and objects weighing up to 50 lbs. on occasion using proper lifting techniques.
- Manual dexterity of hands and fingers to include repetitive keyboarding, grasping and reaching.
- Good vision to read print and a computer screen.
- Ability to hear and speak to communicate in person and over the telephone.

SELECTION GUIDELINES:

The duties listed above 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.

The job classification description does not constitute an employment agreement between the City of Richland and employee and is subject to change by the City as the needs of the City and requirements of the job change.

AUTHORIZATIONS: (For Archive)

Human Resources Director

Date

Department Director

Date

City Manager or Authorized Designee

Date