

JOB DESCRIPTION
WEST IREDELL WATER COMPANY
LEAD FIELD TECHNICIAN

Job Title: Lead Field Technician

Reports To: General Manager

This Job Description identifies the major responsibilities of this position. It does not include all aspects of this position such as additional duties that might be assigned by the General Manager and/or Board of Directors and flexibility in helping others for the company's overall benefit.

GENERAL RESPONSIBILITIES:

- Overseeing and participating in the construction, maintenance, and repair of the water distribution system.
 - Assists with coordinating work activities of assigned staff; inspects completed work; participates and provides input in staffing decisions relative to hiring and discipline; evaluates performance by completing performance reviews.
 - Provide support to the General Manager and Field Technicians, as well as other agency personnel doing construction, maintenance or similar work for the water company.
 - Ensure that the company's employees maintain a level of profitability and efficiency acceptable to the General Manager & Board of Directors.
 - Serves as the Operator in Responsible Charge and Backflow Cross Connection Control Coordinator
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ESSENTIAL FUNCTIONS/TYPICAL TASKS:

- Assists with preparation of daily and week work schedules and plans; assists with prioritizing, scheduling, and assigning work orders; evaluates workloads and schedules.
- Ensures that proper work order documentation is completed for all job assignments.
- Responds to all emergency situations.
- Supports working closely with all outside agents (engineers, contractors, utility workers, etc.) doing work for the West Iredell Water Company
- Ensure all equipment remains in good working order in the system and within our pump station properties.
- Coordinates with staff engineers, multiple departments and divisions, State/Federal agencies, contractors, and internal/external customers on a wide variety of projects and service issues.
- Assist in making sure "As Built" drawings are done for all construction projects and the WIWC Board of Directors has a copy. Keep projects moving in a consistent and positive direction.
- Attend water-related workshops/conferences on behalf of the company.
- Facilitate the repair of broken water mains, service lines, etc. in a timely manner (those that happen during the regular workday as well as those that happen after hours/weekends/ holidays)
- Assist in the development of the "On-Call Duty" schedule for the Field Technicians
- Ensure that all new water main extensions are added to the WIWC map.
- Assist in ordering supplies and materials to maintain proper and effective inventory levels.
- Work with personnel to ensure that water supplies are kept at an effective level and evaluate operations to minimize water loss.
- Ensure that quality control and safety are followed to make sure that engineering and installations of water lines, meters, etc. are carried out for maximum efficiency.
- Assist with maintaining inventory of all supplies & equipment located in company vehicles, pump houses, storage buildings, etc.

- Perform other such functions as authorized by the General Manager or WIWC Board of Directors in order to carry out the official duties/responsibilities of Field Supervisor.
 - Medium to heavy work requiring the exertion of 100 lbs of force occasionally, up to 25 lbs of force frequently, and up to 10 lbs of force constantly to move objects.
 - Subject to inside and outside environmental conditions, extreme cold, extreme heat, noise, vibration, hazards, etc.
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ESSENTIAL EXPERIENCE & SKILLS:

- Possession of a valid NC Drivers License
 - High School diploma or equivalent
 - Possession of a valid NC Grade B-Distribution Water Operator Certification (or the ability to obtain this within 1-year of initial date of employment)
 - Possession of a valid NC Backflow Cross Connection Certification (or the ability to obtain this within 1-year of initial date of employment)
 - Minimum of 5-years experience in the water industry preferred
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KNOWLEDGE, SKILLS, & ABILITIES:

- Comprehensive knowledge of the methods and techniques used in construction, installation, repair, maintenance, rehabilitation and customer service.
- Thorough knowledge of water industry standards, water infrastructure; State & Federal safety programs and the occupational hazards associated with water systems; State regulatory rules, regulations, and requirements governing water systems;
- Ability to read and interpret complex construction drawings and sketches
- Ability to operate construction equipment
- Basic math skills
- Ability to establish and maintain effective working relationships with managers, subordinates, other departments, and the general public.
- Basic computer skills
- Planning, organizing, decision making, attention to detail, initiative, delegation, integrity, & trust
- Ability to learn new concepts/operations quickly