

## City of West Richland Job Description

**Job Title:** Wastewater Treatment Plant Operator

**Department:** Public Works

**Reports To:** Sewer Operations Supervisor

**FLSA Status:** Non-Exempt

**Prepared By:** Roscoe Slade

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**Approved By:** Mayor Donna Noski

**Approved Date:** November 21, 2012

### Summary

Under general supervision of the Sewer Operations Supervisor, is responsible for the operation and maintenance of a variety of plant equipment in connection with the continuous operation of the City's wastewater treatment plant; ensures compliance with all state and federal wastewater quality standards; monitors wastewater treatment plant processes; oversees and makes repairs and adjustments to equipment in the operation and maintenance of the wastewater treatment plant; performs laboratory tests; prepares and maintains a variety of records and reports related to area of assignment; ensures work quality and adherence to established policies and procedures; and provides training to lower level personnel.

This classification is distinguished from the Maintenance Worker II – Sewer position by the performance of the technical and administrative duties solely assigned to ensure compliance with government standards relating to operation and maintenance of the City's wastewater treatment plant.

**Essential Duties and Responsibilities** include the following. Other duties may be assigned.

Responsible for the operation and maintenance of a variety of plant equipment in connection with the continuous operation of the City's wastewater treatment plant; ensures compliance with all state and federal wastewater quality standards.

Trains assigned employees in their areas of work including wastewater treatment plant methods, procedures, and techniques; identifies training opportunities and needs; makes recommendations to Sewer Operations Supervisor as necessary.

Oversees the use, care and operation of wastewater treatment plant equipment including vehicles, power tools and equipment.

Checks work for accuracy, proper work methods, techniques and compliance with applicable standards and specifications; ensures adherence to safe work practices and procedures.

Responsible for operating, inspecting, cleaning, repairing, replacing and maintaining pumps, motors, filters and related equipment; performs major plant repairs as necessary.

Performs treatment plant rounds inspecting, monitoring, and documenting plant operations by reading plant equipment gauges, dials, computer screens, graphs, and other instrumentation;

makes appropriate adjustment to process controls, ensuring that operational problems are identified and corrected; ensures that plants are operating within safety standards established by federal, state and local laws, ordinances and regulations; provides training for less experienced personnel.

Participates in performing general, grounds and preventive maintenance and repair in and around plant facilities including lubricating equipment, cleaning drying beds and washing down belt press and truck bays; switches out polymer bins as necessary; performs landscape duties including mowing, edging, and weed abatement.

Operates a variety of vehicles, tools, and equipment necessary to maintain the wastewater treatment plant system and equipment.

Participates in performing skilled water pollution control laboratory testing and analysis; monitors the operation of industrial wastes instrumentation for proper monitoring; adheres to quality assurance programs for laboratory analysis and instrumentation; performs calibration checks; makes chemical solutions for proper operation of online chlorine analyzers and dechlorination analyzer.

Orders and stores chemicals and other materials and supplies used at the wastewater treatment plant.

Coordinates maintenance activities with supervisor; makes process changes as needed; reports any problems in plant operations; notifies supervisor with any discharge violations that may occur.

Participates in preparing, maintaining, and/or submitting a variety of written records and reports in compliance with state and federal mandates for reporting.

Assists in plant expansion projects as necessary; attends construction project meetings; works with contractors throughout the construction phase; responds to questions and inquiries as necessary.

May assist in sewer collection maintenance and cleaning activities and utilities marking as needed; performs routine maintenance on rolling stock.

Responds to public inquiries in a courteous manner; provides information within the area of assignment including explaining wastewater treatment procedures; resolves complaints in an efficient and timely manner.

Estimates time, materials and equipment required for jobs assigned; requisitions materials as required.

Attends training and safety meetings as necessary.

Performs after-hours emergency work as necessary; while on call responds to emergency after-hour calls.

Performs related duties as required.

Provides assistance to other departments as assigned.

Builds and maintains positive working relationships with co-workers, other City employees and

the public using principles of good customer service.

Makes every reasonable effort to continually improve the manner in which the job is performed and increases the quality of service to the public.

Performs other duties as required and performs all work duties and activities in accordance with City policies and procedures.

Works in a safe manner and report unsafe activities and conditions. Follows City-wide safety policy and practices and adheres to requirements concerning safety prevention, reporting, and monitoring as outlined in the City's Safety Handbook.

### **Other Knowledge, Skills and Abilities**

#### Knowledge of:

- Operations, services, and activities of a wastewater treatment plant.
- Principles of training.
- Advanced principles and practices of wastewater treatment plant operations.
- Advanced principles and practices of repair, maintenance and adjustment procedures for wastewater treatment plant equipment.
- Advanced methods and techniques of reading and interpreting gauges, recording devices, and related system monitors.
- Operating principles of plant equipment such as pumps and motors.
- Tools, equipment, and procedures used in the operation and maintenance of wastewater treatment plant facilities.
- Emergency maintenance and repair procedures related to wastewater treatment facilities.
- Advanced laboratory methods including sampling techniques.
- Chemical and biological tests used in monitoring wastewater treatment plant processes.
- Maintenance and operation of equipment commonly found in a wastewater treatment plant.
- Principles, practices and methods of basic laboratory testing methods and procedures.
- Characteristics and problems involved with wastewater and industrial water analysis.
- General maintenance and repair work.
- Occupational hazards and standard safety practices.
- Principles and practices of record keeping and reporting.
- Basic office procedures, methods, and equipment including computers and applicable software applications.
- Occupational hazards and standard safety practices.
- Pertinent federal, state, and local laws, codes, and regulations.

#### Ability to:

- Interpret, explain, and enforce department policies and procedures.
- Plan, organize and carry out maintenance and operations of a wastewater plant.
- Operate and maintain a variety of wastewater treatment plant equipment and facilities.
- Monitor and maintain plant processes at an optimal and cost effective level.
- Adjust controls and treatment processes located in a wastewater treatment facility.
- Read and interpret gauges and recording devices monitoring plant operations.
- Operate assigned equipment and tools in a safe and effective manner.
- Perform routine maintenance.

- Basic wastewater testing.
- Collect a variety of samples for laboratory testing.
- Maintain accurate records and prepare comprehensive reports.
- Perform plant operation and maintenance assignments.
- Safely and effectively operate the tools and equipment used in wastewater plant maintenance and laboratory.
- Operate office equipment including computers and supporting software applications.
- Maintain records and files.
- Work independently in the absence of supervision.
- Understand and follow oral and written instructions.
- Communicate clearly and concisely, both orally and in writing.
- Establish and maintain effective working relationships with those contacted in the course of work.
- Follow City policies and departmental rules, procedures, practices and objectives.
- Perform other related duties as assigned.

### **Supervisory Responsibilities**

This position has no supervisory responsibilities except the Wastewater Treatment Plant Operator acts as the Sewer Operations Supervisor in the absence of the supervisor.

**Qualifications** To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

### **Education and/or Experience**

High School diploma or GED equivalency is required; and supplemented by specialized training in wastewater treatment plant operations and maintenance. Six years experience in the operation and maintenance of a wastewater treatment plant.

### **Certificates, Licenses, Registrations**

Current WA State driver's license with an insurable driving record, Washington State commercial driver's license (CDL) Class A with tanker endorsement, Sewer Treatment Plant Operator III Certificate and Flagger Certification.

Ideal candidate will have the following additional licenses and certifications:

- 1) Current Pesticide Application Certification.
- 2) Wastewater Collections I Certification.

### **Competencies**

To perform the job successfully, an individual should demonstrate the following competencies:

#### **Core**

**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.

Analytical – Collects and researches data; Uses intuition and experience to complement data;

Design – Generates creative solutions; Demonstrates attention to detail.

Problem Solving - Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions; Works well in group problem solving situations; Uses reason even when dealing with emotional topics.

Project Management – Completes projects on time and budget; Communicates changes and progress; Develops project plans.

Technical Skills - Strives to continuously build knowledge and skills; Pursues training and development opportunities; Shares expertise with others.

Customer Service - Manages difficult or emotional customer situations; Responds promptly to customer needs; Solicits customer feedback to improve service; Responds to requests for service and assistance; Meets commitments; Keeps emotions under control.

Interpersonal Skills – Focuses on solving conflict, not blaming; Maintains confidentiality; Listens to others without interrupting; Keeps emotions under control; Remains open to others' ideas and tries new things.

Oral Communication - Speaks clearly and persuasively in positive or negative situations; Listens and gets clarification; Responds well to questions; Participates in meetings.

Written Communication - Writes clearly and informatively; Presents numerical data effectively; Able to read and interpret written information.

Teamwork - Exhibits objectivity and openness to others' views; Gives and welcomes feedback; Contributes to building a positive team spirit; Supports everyone's efforts to succeed.

Leadership – Exhibits confidence in self and others; Inspires and motivates others to perform well;

Quality Management – Looks for ways to improve and promote quality; Demonstrates accuracy and thoroughness.

Business Acumen – Understands implications of decisions; Displays orientation to customer service; Aligns work with strategic goals.

Cost Consciousness – Develops and implements cost saving measures; conserves resources.

Diversity – Shows respect and sensitivity for cultural differences; Promotes a harassment-free environment.

Ethics - Treats people with respect; Keeps commitments; Inspires the trust of others; Works with integrity and ethically; Upholds organizational values.

Organizational Support - Follows policies and procedures; Supports organization's goals and values.

Judgement – Displays willingness to make decisions; Supports and explains reasoning for decisions; Includes appropriate people in decision-making process; Makes timely decisions.

Motivation – Sets and achieves challenging goals; Demonstrates persistence and overcomes obstacles; Measures self against standard of excellence.

Planning/Organizing - Prioritizes and plans work activities; Uses time efficiently.

Professionalism - Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions; Follows through on commitments.

Quality - Demonstrates accuracy and thoroughness; Looks for ways to improve and promote quality; Applies feedback to improve performance; Monitors own work to ensure quality.

Quantity - Completes work in timely manner; Strives to increase productivity; Works quickly.

Safety and Security - Observes safety and security procedures; Determines appropriate action beyond guidelines; Reports potentially unsafe conditions; Uses equipment and materials properly.

Adaptability - Adapts to changes in the work environment; Changes approach or method to best fit situation; Able to deal with frequent change, delays, or unexpected events.

Attendance/Punctuality - Is consistently at work and on time; Ensures work responsibilities are covered when absent; Arrives at meetings and appointments on time.

Dependability - Follows instructions, responds to management direction; Takes responsibility for own actions; Commits to long hours of work when necessary to reach goals; Completes tasks on time or notifies appropriate person with an alternate plan.

Initiative – Volunteers readily; Seeks increased responsibilities; Asks for and offers help when needed.

Innovation – Meets challenges with resourcefulness; Generates suggestions for improving work.

### **Language Skills**

Sufficient clarity of speech and hearing or other communication capabilities, which permits the employee to discern verbal instructions and communicate effectively in person with co-workers and the public. Ability to read and comprehend complex instructions, short correspondence, and memos. Ability to write professional correspondence. Ability to effectively present information in one-on-one and small group situations to customers, clients, and other employees of the organization.

### **Mathematical Skills**

Ability to add and subtract two digit numbers and to multiply and divide with 10's and 100's. Ability to perform these operations using units of American money and weight measurement, volume, and distance.

### **Reasoning Ability**

Ability to apply common sense understanding to carry out detailed but uninvolved written or oral instructions. Ability to deal with problems involving a few concrete variables in standardized situations.

### **Computer Skills**

To perform this job successfully, an individual should have proficiency on Microsoft Office Suite.

**Physical Demands** The physical demands described here 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.

Sufficient clarity of speech and hearing or other communication capabilities, with or without reasonable accommodation, which permits the employee to discern verbal instructions and communicate effectively in person with co-workers and the public.

Sufficient vision or other powers of observation, with or without reasonable accommodation, which permits the employee to comply with work instructions, clearly see and accurately inspect infrastructure.

Sufficient manual dexterity, with or without reasonable accommodation, which permits the employee to complete manual work, and occasionally lift and maneuver items weighing up to 50 pounds, and perform required duties.

**Work Environment** The conditions herein 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 job functions.

Wastewater treatment plant and field environment; exposure to noise, dust, grease, fumes, gases, potentially hazardous chemicals, electrical energy, and inclement weather conditions including wet and/or humid conditions; work around water or wastewater; work on slippery surfaces; regularly

work near moving mechanical parts; and work around moderately loud noise levels; incumbents may be required to work evenings, nights, and weekends.

Primary functions require sufficient physical ability and mobility to work in a wastewater treatment plant and field environment; walk, stand, and sit for prolonged periods of time; frequently stoop, bend, kneel, crouch, crawl, climb, reach, and twist; push, pull, lift, and/or carry moderate to heavy amounts of weights; operate assigned equipment and vehicles; ability to verbally communicate to exchange information.