

## **IREDELL WATER CORPORATION JOB DESCRIPTION**

**JOB TITLE:** Water Utility Backflow & Cross Connection Control Coordinator

**DEPARTMENT:** Backflow & Cross Connection Control Program

**SUMMARY:** This position will administer Iredell Water Corporation's Backflow and Cross-Connection Control Program; performs a variety of technical duties involved in the installation, testing, assembly, repair, and inspection of backflow and/or cross-connection devices for the water distribution system to control exposure to contamination; prepares and mails monthly backflow prevention device test notices; tracks, logs, and files test reports returned by customers; ensures conformance with applicable Federal and State laws, codes, ordinances, specifications, and departmental regulations; fosters cooperative working relationships with various public and private groups; provides specialized technical assistance to the appropriate supervisory personnel; and performs related work as required.

### **DUTIES AND RESPONSIBILITIES:**

- Development and implementation of goals, objectives, and priorities for Backflow & Cross-Connection Control program; identifies resource needs; recommends and implements procedures, including standard operating procedures for program.
- Implements the Backflow and Cross-Connection Control program to ensure that the water system is protected from contamination.
- Contacts customers to ensure compliance with backflow device requirements and to ensure customers make appropriate repairs; generates and sends initial notices, follow-up notices, and final notices to owners of backflow devices for annual testing; maintains records and files on backflow prevention devices, locations, inspections, testing, and corrections.
- Coordinates and monitors the cross-connection inspection and control program; notifies customers to ensure compliance with State and local regulations; assists in conducting cross-connection surveys and performs inspections to identify user premises where cross-connections may occur; assists in determining the degree of hazard.
- Reviews plans and specifications for a variety of new development construction projects; performs walk-through with developers and/or contractors; recommends design changes; ensures compliance with the Corporation's backflow and cross-connection control program.
- Inspects and surveys services for the prevention, control, and elimination of contamination or pollution hazards to water supply.
- Conducts water use surveys to business, industrial, and residential customers.
- Conducts special research assignments, analyzing data, and preparing conclusions and recommendations for consideration by management or special committees.
- Receives, investigates, and responds to problems and complaints in a professional manner; identifies and reports findings and takes necessary corrective action.
- Maintains accurate databases, records, and files related to the specific program.
- Performs water quality sampling as needed.
- Utilize proper safety precautions related to all work performed and participates in safety meetings as required.
- Performs other related duties as assigned by management.

### **SUPERVISORY RESPONSIBILITIES:**

- This job has no supervisory responsibilities.

## **QUALIFICATIONS:**

- Three to five years related experience and/or training, or equivalent combination of education and experience in a Cross Connection Control Program.
- Possession of a North Carolina Water Treatment Facility Operator Grade Cross Connection Control System Certification.
- Possession of a North Carolina Water Treatment Facility Operator Grade C-Distribution Operator Certification or higher.
- Possession of a valid North Carolina driver's license and be able to maintain a safe driving history.
- Employment pre-placement Drug and/or Alcohol test and background check required for this position.

## **COMPETENCIES:**

- **Attendance/Punctuality** - Is consistently at work and on time; Ensures work responsibilities are covered when absent; Arrives at meetings and appointments on time.
- **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.
- **Judgement** - Displays willingness to make decisions; Exhibits sound and accurate judgment; Supports and explains reasoning for decisions; Includes appropriate people in decision-making process; Makes timely decisions.
- **Dependability** - Follows instructions, responds to management direction; Takes responsibility for own actions; Keeps commitments; 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; Undertakes self-development activities; Seeks increased responsibilities; Takes independent actions and calculated risks; Looks for and takes advantage of opportunities; Asks for and offers help when needed.
- **Oral Communication** - Speaks clearly and persuasively in positive or negative situations; Listens and gets clarification; Responds well to questions.
- **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.
- **Safety and Security** - Observes safety and security procedures; Determines appropriate action beyond guidelines; Reports potentially unsafe conditions; Uses equipment and materials properly.
- **Technical Skills** - Assesses own strengths and weaknesses; Pursues training and development opportunities; Strives to continuously build knowledge and skills; Shares expertise with others.

## **PHYSICAL DEMANDS AND WORK ENVIRONMENT:**

- Frequently required to stand
- Frequently required to walk
- Frequently required to sit
- Frequently required to utilize hand and finger dexterity
- Frequently required to climb, balance, bend, stoop, kneel or crawl
- Continually required to talk or hear

- Frequently required to taste or smell
- Frequently exposure to wet and/or humid conditions (non-weather)
- Occasionally work around fumes, airborne particles, or toxic chemicals
- Continually exposure to outside weather conditions
- Continually exposure to extreme heat or cold
- While performing the duties of this job, the noise level in the work environment is usually moderate
- The employee must occasionally lift and /or move more than 50 pounds
- Specific vision abilities required by this job include: Close vision; Distance vision; Color vision; Peripheral vision; Depth perception and ability to adjust focus
- Specialized equipment, machines, or vehicles used: Ability to drive vehicle
- Employees may interact with upset staff and/or public and private representatives and contractors in interpreting and enforcing program policies and procedures.

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*The above is intended to describe the general content of and requirements for the performance of this job. It is not to be construed as an exhaustive statement of duties, responsibilities, or physical requirements. Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*