



## Foreman Field Operations

WS-FO/2-803/809/822

### JOB SUMMARY

This position is responsible for managing the installation, maintenance and repair of the water distribution system and reservoir infrastructure, locating underground water lines, providing service to customers in the field, participating in meter reading operations or inspection of water infrastructure. This position will respond to after-hours emergencies on a rotating schedule.

Based on expertise and/or evaluation of management staff, the employee will be assigned one of the primary assignments listed below within Field Operations and may be expected to participate in all areas of operations based on department needs.

### MAJOR DUTIES

#### Infrastructure Maintenance Operations

- Manages, coordinated and develops work plans and schedules.
- Supervises and participates in infrastructure maintenance operations.
- Train, supervise and evaluate personnel; Participates in the selection of new employees; approves leave requests; counsels and disciplines employees.
- Assists in the development and implementation of standard operating procedures.
- Coordinates with Customer Service personnel for effective workflow.
- Prepares operational activity reports.
- Inspects jobsites prior to, during and upon completion of projects.
- Prepares specifications and repair cost estimates for larger distribution system and reservoir repairs or revisions.

#### Customer Response Operations

- Manages, coordinated and develops workflow of customer service and billing operations.
- Supervises and participates in customer response operations.
- Train, supervise and evaluate personnel; Participates in the selection of new employees; approves leave requests; counsels and disciplines employees.
- Assists in the development and implementation of standard operating procedures.
- Prepares operational activity reports.
- Maintains meter reading equipment.
- Oversees large water meter testing program.

#### Damage Prevention Operations

- Manages, coordinated and develops work plans and schedules of utility locating.
- Supervises and participates in utility locate operations.
- Train, supervise and evaluate personnel; Participates in the selection of new employees; approves leave requests; counsels and disciplines employees.
- Assists in the development and implementation of standard operating procedures.
- Prepares operational activity reports.

#### Field Inspection Operations

- Manages, coordinated and develops work plans and schedules of field and infrastructure inspections.
- Supervises and participates in field inspection operations.
- Train, supervise and evaluate personnel; Participates in the selection of new employees; approves leave requests; counsels and disciplines employees.
- Assists in the development and implementation of standard operating procedures.
- Ensures compliance with the Water System's Developmental Standards.
- Prepares operational activity reports.
- Coordinates planned interruptions of water service for construction projects.

- Inspects reservoirs, dams and other related structures.
- Performs other related duties as assigned.

## **KNOWLEDGE REQUIRED BY THE POSITION**

### Infrastructure Maintenance Operations

1. Considerable knowledge of water system distribution installation, repair, and maintenance procedures.
2. Knowledge state and federal environmental regulations.
3. Skill in the operation and maintenance of heavy and light equipment.
4. Skill in the repair and maintenance of the water distribution system.

### Customer Response Operations

1. Considerable knowledge of the installation, repair, and maintenance of water meters.
2. Knowledge of meter reading processes and equipment.
3. Skill in the determination and resolution of water service problems.

### Damage Prevention Operations

1. Considerable knowledge of as-built water system plans.
2. Skill in locating and marking underground water lines.

### Field Inspection Operations

1. Considerable knowledge of Georgia Department of Transportation guidelines and regulations.
2. Considerable knowledge of Public Service Commission laws and rules.
3. Skill and reading and interpreting construction and utility plans.

### All

1. Considerable knowledge of county policies and procedures.
2. Considerable knowledge of water meter, water line and hydrant locations.
3. Considerable knowledge of computers and job-related software programs.
4. Knowledge of modern office practices and procedures.
5. Skill in oral and written communication.
6. Skill in the operations of an assigned vehicle.
7. Skill in public and interpersonal relations.
8. Skill in researching information and preparing reports.
9. Skill in planning and meeting deadlines.

## **SUPERVISORY CONTROLS**

The Field Operations Manager assigns work in terms of general instructions. The supervisor spot-checks completed work for compliance with procedures, accuracy, and the nature and propriety of the final results.

## **GUIDELINES**

Guidelines include OSHA guidelines, traffic control procedures, and county and department policies and procedures. These guidelines are generally clear and specific but may require some interpretation in application.

## **COMPLEXITY/SCOPE OF WORK**

- The work consists of varied management, supervisory and administrative duties. Strict regulations to rules and regulations contributes to the complexity of the position.
- The purpose of this position is managing the infrastructure maintenance, customer response, utility locating and field inspection activities for the Water System. Success in this position contributes to the efficiency of Water System operations.

## **CONTACTS**

- Contacts are typically with engineers, developers, co-workers, customers, developers, builders, contractors, representatives of other local governments and members of the general public.
- Contacts are typically to give or exchange information, resolve problems and provide services, motivate and influence persons; or justify, defend, negotiate, or settle matters.

## **PHYSICAL DEMANDS/ WORK ENVIRONMENT**

- The work is performed while intermittently sitting, standing, stooping, bending, or crouching. The employee frequently lifts light and heavy objects, climbs ladders, and uses tools or equipment requiring a high degree of dexterity.
- The work is typically performed outdoors and occasionally in cold or inclement weather. The employee may be exposed to noise, dust, dirt, grease, and machinery with moving parts. The work requires protective devices such as the use of masks, goggles, and gloves.

## **SUPERVISORY AND MANAGEMENT RESPONSIBILITY**

This position has direct supervision of assigned Field Operation Technicians I, II and III.

## **SPECIAL CERTIFICATIONS AND LICENSES**

- Possession of a valid State of Georgia driver's license (Class C) and a satisfactory Motor Vehicle Record (MVR) in compliance with County Safety and Loss Control Guidelines.
- Completion of the State of Georgia Department of Transportation Defensive Driving Course and/or Emergency Vehicle Operation Certification within twelve (12) months of employment.

## **ADA COMPLIANCE**

- Fayette County is an Equal Opportunity Employer. ADA requires the County to provide reasonable accommodations to qualified individuals with disabilities. Prospective and current employees are invited to discuss accommodations.

## **HIPAA COMPLIANCE**

- The Health Insurance Portability and Accountability Act of 1996, as amended, requires employees to protect the security of Protected Health Information (PHI) however it is obtained, handled, learned, heard or viewed in the course of their work.

## **DRUG AND ALCOHOL COMPLIANCE**

- In accordance of Fayette County's Substance Abuse Policy of 1996, as amended, all job applicants offered employment will undergo testing for the presence of illegal drugs and alcohol as a condition of employment. In the course of employment, employees are subject to random, reasonable suspicion, post-accident, and routine fitness for duty testing for illegal drugs and alcohol abuse. Employees are prohibited to work under the influence, to possess, to distribute, or to sell illegal drugs in the workplace or abuse alcohol on the job. Confirmed positive is reason for denial of employment and/or termination.

## **MINIMUM QUALIFICATIONS**

- Knowledge and level of competency commonly associated with completion of specialized training in the field of work, in addition to basic skills typically associated with a high school education.
- Experience sufficient to thoroughly understand the diverse objectives and functions of the subunits in the division/department in order to direct and coordinate work within the division/department, usually interpreted to require three to five years of related experience.
- Completion of approved Water Utility Inspector training.

- Completion of an approved utility management course.
- Completion of approved National Safety Council traffic control course as well as work zone course.
- Possession of an appropriate state-certified water distribution operator's certification.
- Possession of valid Class B commercial driver's license issued by the State of Georgia.
- Possession of backflow tester certification.
- Possession of ability to readily obtain GSWCC Level 1B Advanced Fundamentals certification - Red Card