

CITY OF MANTECA

LEAD WATER DISTRIBUTION OPERATOR

Department: PW/Water

Bargaining Group: General Services

Effective Date: July 1, 2025

FLSA Status: Non-Exempt

Revision History: N/A

BASIC FUNCTION:

Under the general direction of the Water Distribution Supervisor or Water Meter Services Supervisor, the Lead Water Distribution Operator serves as the lead worker overseeing daily field operations of the City's water distribution system. The position is responsible for coordinating work crews, ensuring compliance with regulatory standards, and providing advanced technical support and training to water distribution staff. The Lead Operator performs complex and skilled tasks in water distribution maintenance and repair, and serves as a primary resource for troubleshooting field issues and responding to water emergencies.

DISTINGUISHING CHARACTERISTICS:

The Lead Water Distribution Operator is the advanced-level class in the Water Distribution series. This classification is distinguished from the Water Distribution Operator III by its greater responsibility for planning, coordinating, and overseeing daily field activities, leading crews on major projects, and acting as the primary point of contact in the absence of the Supervisor. This position exercises independent judgment and makes field decisions to ensure the safe and efficient operation of the water distribution system.

REPRESENTATIVE DUTIES:

ESSENTIAL DUTIES:

Lead and participate in a variety of journey-level activities in the inspection of meters and service lines for leaks and malfunctions; identify abnormally high consumption levels; perform related adjustments to assure proper distribution levels as necessary; initiate and discontinue water distribution to residential and commercial establishments as assigned.

Serve as lead worker for water distribution crews; plan, assign, prioritize, and review the work of staff engaged in installing, maintaining, and repairing water mains, valves, services, meters, hydrants, and related facilities.

Troubleshoot, diagnose, and resolve complex problems in the water distribution system; coordinate resources and personnel to respond to emergencies including water main breaks, service disruptions, and related incidents.

Collect and transport water and non-potable samples for lab analysis; oversee the monitoring of chemical dosages and application of chlorine and other water treatment-related chemicals to adjust water quality to appropriate levels; assure adequate levels of safe potable water to meet City needs.

Train and provide work direction and guidance to assigned personnel; schedule and assign employee

duties; monitor employee activities to assure accuracy, completeness and compliance with established safety requirements and procedures for water and non-potable water.

Organize response to public complaints concerning water quality and service lines; investigate public complaints and troubleshoot, diagnose and resolve problems and malfunctions; respond to waterline emergencies as needed.

Collaborate with outside contractors in the maintenance, repair and alteration of the water distribution system; review contractor work to assure accuracy, completeness and compliance with established specifications.

Monitor water system for illegal and improper connections to prevent damage to the water distribution system and injury to construction personnel.

Assist in the installation, maintenance and repair of water meters and related service lines; service, adjust and repair motors, pumps and various other equipment.

Operate a variety of hand and power tools and equipment; maintain tools and equipment in safe and proper working condition; drive a truck to conduct work.

Prepare and maintain a variety of records and reports related to meter readings, repairs, maintenance activities and assigned duties.

Communicate with City personnel, various outside agencies and the public to exchange information, coordinate activities and resolve issues or concerns.

Monitor inventory levels of parts, supplies and equipment; order, receive and maintain inventory of parts, supplies and equipment.

Maintain work areas in a clean and orderly condition.

Attend and participate in a variety of meetings and committees as assigned.

Mandatory participation in the Water Division's Emergency Standby Rotation.

OTHER DUTIES:

Other duties as assigned.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

Principles, practices, and regulations related to water distribution system operations.

Advanced procedures for detecting and repairing leaks, installing water service components, and responding to emergencies.

Applicable Federal, State, and local water quality and safety regulations.

Operation and maintenance of valves, meters, hydrants, pumps, and related infrastructure.

Chlorination and chemical dosage procedures for water treatment.

Supervisory techniques including training, performance monitoring, and crew coordination.

Tools, equipment, and materials used in water system construction and maintenance.

Safe work practices and Cal/OSHA regulations.

Recordkeeping, work order systems, and reporting techniques.

Oral and written communication skills.

Interpersonal skills using tact, patience and courtesy.

Legal and defensive driving practices.

Technical aspects of field of specialty.

ABILITY TO:

Lead and coordinate the work of water distribution personnel in the installation, maintenance, and repair of water system infrastructure, ensuring safe, efficient, and high-quality work performance.

Train, mentor, and evaluate team members; provide clear instructions and technical guidance in field operations, safety procedures, and regulatory compliance.

Effectively plan, schedule, and prioritize daily assignments, preventative maintenance tasks, and emergency responses to optimize crew productivity and system reliability.

Identify, diagnose, and resolve complex system issues such as leaks, pressure irregularities, water quality concerns, and equipment malfunctions using technical expertise and sound judgment.

Interpret and apply Federal, State, and local laws, regulations, and guidelines governing water distribution operations, including those from SWRCB and Cal/OSHA.

Communicate clearly and professionally, both orally and in writing, with coworkers, contractors, the public, and other City departments regarding work activities, findings, and resolutions.

Read and interpret engineering drawings, utility maps, technical manuals, as-built plans, and schematics related to the water distribution system.

Operate a variety of equipment and tools such as tapping machines, hydraulic valve exercisers, chlorinators, compressors, and leak detection instruments with precision and safety.

Use computerized maintenance management systems (CMMS) and mobile devices to track work orders, service requests, inventory, and asset data accurately and in real-time.

Maintain detailed and accurate records of daily operations, sampling data, regulatory reports, and maintenance logs to support compliance and decision-making.

Work independently and make critical decisions in the field under pressure, particularly during after-hours emergency situations or when supervising multiple crews on concurrent tasks.

Respond to emergency situations and be available for on-call duty, including nights, weekends, and holidays, as required.

Foster a positive and productive work environment, modeling professionalism, accountability, and a strong commitment to public service.

EDUCATION AND EXPERIENCE:

Any combination equivalent to: graduation from high school and three years journey-level experience including two years at the level of a Water Distribution Operator III.

LICENSES AND OTHER REQUIREMENTS:

Valid California Class B driver's license with Air Brakes and Tanker endorsements, and Hazmat endorsement within 12 months of appointment.

Possession of a Water Distribution Operator III certificate issued by the State of California Water Resources Control Board (SWRCB).

Possession of a Water Treatment Operator Grade II certificate issued by SWRCB.

WORKING CONDITIONS:

ENVIRONMENT:

Indoor and outdoor work environment.

Driving a vehicle to conduct work.

Seasonal heat and cold or adverse weather conditions.

PHYSICAL DEMANDS:

Dexterity of hands and fingers to operate hand and power tools.

Standing for extended periods of time.

Lifting, carrying, pushing or pulling moderately heavy objects as assigned by the position.

Bending at the waist, stooping, kneeling or crouching.

Reaching overhead, above the shoulders and horizontally.

Seeing to read meters and perform repairs.

Hearing and speaking to exchange information.

Climbing ladders.

HAZARDS:

Working around and with machinery having moving parts.

Working in a cramped or restrictive work chamber.
Working at heights.