

UTILITIES BACKFLOW COORDINATOR

Position Code: 1521

WC Code: 7520

FLSA Status: Non-Exempt

Pay Grade: 353

Location: Public Services

Approval Date: 2023

General Statement of Duties

The Utilities Backflow Coordinator, under limited supervision, administers and enforces the Town's Cross Connection Control Program. Work involves tracking annual inspection deadlines and ensuring customers submit proper documentation, providing public information and education, reviewing plans, conducting inspections, coordinating with commercial and residential customers, maintaining accurate records, and responding to inquiries. This position serves as the Operator in Responsible Charge (ORC) of the distribution system's Cross Connection Control program.

Distinguishing Features of the Class

This is an experienced-level class that performs the full range of duties in cross-connection and backflow programs required to ensure that water utility systems function in a safe and effective working condition and provide the highest level of safety for public use. Responsibilities include performing a wide variety of tasks in the tracking, investigation, inspection, and testing of public and private backflow devices. Incumbents are expected to work independently and exercise judgment and initiative. Work is performed under the general supervision of the Water-Sewer Maintenance Field Supervisor.

Duties and Responsibilities

Manages the Backflow and Cross-Connection Control program to ensure that the Town's water system is protected from contamination.

May test backflow prevention devices to ensure proper operation; assists in troubleshooting and responding to complaints on backflow prevention devices.

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. ;

Participates in the development and implementation of goals, objectives, and priorities for the program; identifies resource needs; recommends and implements procedures, including standard operating procedures.

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 other duties as assigned.

Recruitment and Selection Guidelines

Knowledge, Skills and Abilities

Considerable knowledge of practices, methods, equipment, tools, and materials used in the assembly, repair, installation, and testing of backflow and cross-connection devices.

Considerable knowledge of applicable Federal, State, and local codes, laws, and regulations.

General knowledge of basic mathematical principles.

General knowledge of computer software systems including word processing, spreadsheets, etc.

Ability to maintain and prepare accurate plans, reports and data-tracking documents.

Ability to effectively communicate to internal and external customers in both written and oral form.

Ability to assemble, repair, replace, and test backflow and cross-connection prevention devices.

Ability to read, interpret, and apply a wide variety of technical information from manuals, drawings, specifications, layouts, blueprints, and schematics.

Ability to maintain accurate logs, records, and basic written records of work performed.

Ability to organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize own work, set priorities, and meet critical time deadlines.

Ability to establish and maintain effective working relationships with supervisors, peers, customers and the general public.

Physical Requirements

Must be able to physically perform the basic life functions of climbing, balancing, stooping, kneeling, crouching, reaching, standing, walking, pushing, pulling, lifting, fingering, grasping, feeling, talking, hearing, and repetitive motions.

Must be able to perform medium work exerting up to 50 pounds of force occasionally, and/or up to 20 pounds of force frequently, and/or up to 10 pounds of force constantly to move objects.

Must possess the visual activity to read maps and diagrams, to operate a vehicle, to operate a computer terminal, and to read and prepare reports including the analysis of data and figures.

Minimum Education and Experience

An Associate's Degree and one years of related experience; or a High School Diploma or GED and three to five years of related experience; or an equivalent combination of education and experience.

Special Requirements

Possession of a valid North Carolina driver's license.

Possession of a North Carolina Cross Connection Control System Operator Certification, or the ability to obtain through reciprocity.

Possession of a North Carolina Distribution C Certification preferred but not required.