

Hourly Range: \$26.28 - \$37.10
 Hiring Range: \$26.28 - \$30.90

NEW Water
Job Description



SECTION 1		DEMOGRAPHIC INFORMATION	
Job Title	Field Services Technician (FST)	Division	Technical Services
Department	Field Services	Reports To (Job Title)	Field Services Manager
Full-Time / Part-Time	Full time	Part-Time (Hrs per Wk)	
Pay Grade	9	Exempt/Non-exempt	Non-exempt
Adoption Date (original job description date)	July 26, 2005	Last Revision Date	June 23, 2020
Approved By (generally same as "Reports To")	Field Services Manager	Human Resources Approval Date	August 11, 2020
Director Approved By (Job Title)	Director of Technical Services		

SECTION 2	JOB SUMMARY
<p>In support of the NEW Water culture of Safety, Respect, Team, and Environment, the Field Services Technician is responsible for protecting the public health and welfare of NEW Water's customers, the wastewater conveyance system, its tributary treatment facilities and the watershed. Responsible for operating, troubleshooting, performing predictive and corrective maintenance on the NEW Water's wastewater lift stations, meter stations and interceptor system. Supports the Pretreatment Program through industrial sampling and inspection activities. Responsible for organizing, planning and implementing decisions that ensure compliance with State and Federal permit requirements; and for collecting representative wastewater data which drives most all revenue streams including NEW Water's customer wastewater treatment service billing program, hauled waste program, and other revenue initiatives.</p> <p>The position requires work on weekends, timely response to emergencies 24/7/365, exhibit a high degree of safety awareness of roadway, chemical, sewerage system hazards and performing confined space entry into sewerage systems.</p>	

SECTION 3.....		DESCRIPTION OF ESSENTIAL RESPONSIBILITIES & DUTIES
Frequency: Daily, Weekly, Biweekly, Monthly, Quarterly, Annually, or As Needed		
Description of Duties		Frequency
Key Area: Lift Station Operations & Maintenance		20% of job
Reviews lift station performance data for problems that require immediate attention.		Daily
Responds timely to critical lift station alarms that occur 24/7/365 and takes appropriate corrective action.		Daily
Operates, maintains, troubleshoots, and performs scheduled maintenance on lift station equipment.		Weekly
Operates and maintains ozone generation or chemical dosing systems at selected lift stations to effectively mitigate the generation of vapor phase hydrogen sulfide gases that present public health safety concerns and maintains the structural integrity of NEW Water's interceptor system.		Weekly
Ensures the proper operational condition of emergency power generating units (permanent or portable) applicable to each lift station site.		Weekly to Quarterly
Communicates and follows up with other department activities to ensure proper operation.		Daily
Participates in the research of new technologies, i.e. ozone, pumping, sampling equipment.		As needed
Coordinates/schedules contractors for lift station maintenance.		As needed
Key Area: Meter Station Operations & Maintenance		20% of job
Responsible for the daily review of meter station flow, velocity and depth data for problems that may require immediate attention or corrective repair.		Daily
Collects representative wastewater samples from the various sites for WPDES permit and customer billing parameter analysis by lab. Completes an event report of any significant anomalies that accompanies a properly completed chain-of-custody form.		Daily
Operates, maintains, troubleshoots, and performs scheduled maintenance on meter station equipment.		Daily
Sets up and conducts revenue sourcing flow metering and sampling for municipal customers.		Daily to Quarterly

NEW Water
Job Description



Operates and maintains the on-site hauled waste receiving stations by selecting and collecting samples for analysis, cleaning the sample drop area, disposing of samples not analyzed, and testing for specially permitted loads.	As needed
Performs analytical problem solving and troubleshooting of flow meter and/or sampling anomalies.	As needed
Develops and implements scheduling for annual reduced sampling program and departmental work schedules.	Annually
Responds timely to preset meter station alarms 24/7/365 and takes appropriate corrective action.	As needed
Communicates and follows up with other department activities to ensure proper operation.	As needed
Leads and participates in the research of new technologies within the metering and sampling equipment and procedures.	As needed
Key Area: Interceptor System Operations & Maintenance	20% of job
Performs daily Diggers Hotline ticket screening through use of GIS mapping and interceptor knowledge. Responsible for 24/7/365 accurate and timely field locates to adequately protect NEW Water's interceptor and force main systems from service area construction activities.	Daily
Installs and operates portable flow meters and sampling equipment in support of sub-basin flow monitoring program.	Daily
Conducts interceptor manhole inspections to support the Capacity, Management, Operation, and Maintenance (CMOM) Program. Identifies defects, makes repairs, and arranges for timely corrective repairs and/or replacement by contractors. Interceptor system defects are maintained within an Access database and kept current.	Daily
Performs preventive and corrective O&M including air relief devices. Responds according to preset system alarms to mitigate a sewer system overflow (SSO) event.	Weekly
Responds to SSO or significant precipitation events that produce high flow events. SSOs are quickly identified, controlled, contained, corrected and reported as defined by NEW Water's CMOM plan.	As needed
Identifies and monitors customer's construction activities near or at our underground facilities.	As needed
Responds to residential or municipal system requests and concerns regarding sewer odors, sewerage backups, and other miscellaneous questions. Arranges for municipal customer access to NEW Water's manholes.	As needed
Ensures proper operation of interceptor system conveyance alarms for the safe transfer of metro flow from the De Pere facility to the Green Bay facility.	Monthly
Key Area: Pretreatment Program Support	20% of job
Schedules and conducts annual inspections of Significant Industrial User (SIU's) facilities, monitors NEW Water's sampling data and the industry's self-monitoring data while proactively working with industry to ensure compliance with their issued discharge permit.	Weekly
Installs, operates, and collects accurate and quality wastewater compliance data as determined from the IPS schedule. Completes field reports and report out any significant anomalies that is accompanied with a properly completed chain-of-custody form.	Weekly
Resolves problems/issues and helps educate each industrial user's representative regarding requirement of NEW Water's Pretreatment Program.	As needed
Establishes a Pretreatment Program sampling schedule for the SIUs as determined by the Pretreatment Coordinator.	Annually
Develops and maintains accurate SIU database files for each assigned SIU. Each file contains past annual inspections, past field reports, industrial representative(s), process type and diagram, chemicals stored and used and a template for consistent IPS monitoring equipment and setup among the FSTs.	Quarterly
Identifies new industries or changes to existing industries that should be inspected for inclusion into the Pretreatment Program.	As Needed
Key Area: Administrative Duties and Research and Development	10% of job
Enters work order labor and materials in computerized maintenance management system.	Daily
In the absence of the Field Services Team Leader, assists with administering the team leader duties which include reviewing work orders prioritizing, scheduling, coordinating work with other departments and Maintenance weekly schedule and assigning FST work teams and duties.	As Needed
Provide technical support and communicate effectively with NEW Water's municipal customers, industries, and public.	Daily
Schedules and attends one-on-one meetings with Field Services Manager and completing individual's performance goals that are aligned with department, division and the organization.	Monthly

NEW Water
Job Description



Actively participates in the design and review of infrastructure design projects, internal team projects and/or committees, as assigned.	As needed
Evaluates existing procedures, updates department documents, develops O&M, Lock-out/Tag-out, and Sampling SOPs, and trains other FSTs and the FS Intern.	Daily
Maintains the accurate accounting of the department's fixed assets.	Monthly
Identifies, orders, and receives supplies and equipment needed for normal operations and special projects.	As needed
Key Area: Safety	10% of job
Ensures that all NEW Water Safety and Security policies are followed. Participate and complete monthly safety and security training, as determined by the Field Services Manager and FS Team Leader.	Daily
Reports unsafe conditions within the plant, interceptor system, and makes recommendations to correct the issue.	Weekly
Responsible for developing and implementing lock-out/tag-out procedures on appropriate equipment.	As needed
Responsible for taking appropriate action when a safety hazard is identified (e.g., notifies direct supervision and appropriate staff members after properly identifying and mitigating the hazard).	As needed
Responsible for ensuring safe conditions exist at NEW Water's lift and metering stations.	Daily
Conduct annual safety audits with the Health, Safety & Security Coordinator and the Field Services Manager.	Annual
Responsible for following confined space entry procedures.	Daily
Responsible for following and implementing work zone safety protocols for DOT guidelines.	Daily
Responsible for proper operation and maintenance of all department safety equipment (gas meters, cranes, hoists, etc.)	Daily
Other:	
Perform other job related duties as assigned.	As needed
Promote and enhance environmental, health, and safety compliance within the work environment and actively engage in improvement efforts.	Daily
Follow organizational policies and procedures.	Daily

SECTION 4 EDUCATION REQUIRED	
Minimum Level of Education	Field(s) of Study
Associate's Degree (or Equivalent)	Wastewater Treatment, Environmental Sciences, Civil Engineering or related field of study
Additional Information Regarding the Required Education:	Completion of the Wisconsin Wastewater Operators State Apprenticeship Program may substitute for the associate's degree. Demonstrated aptitude in the areas of mechanical operation, mathematics, biology, and chemistry. An equivalent combination of education, training, and relevant experience will also be considered.

SECTION 5 EXPERIENCE REQUIRED	
Years of Experience	2 years
Other Specific Experience Required or Preferred	Operating experience in progressively responsible wastewater field. Comparable and/or equivalent training and experience as determined by the Field Services Manager

SECTION 6 CERTIFICATION / LICENSURE / TRAINING TO PERFORM JOB		
Required Certification/Licensure	Required Upon Hire?	If no, timeframe to obtain?
Current and valid Wisconsin motor vehicle operator's license.	Y	
Completion of a defensive driving course		One Year
Certified in confined area entry procedures (Lakeshore Technical College), CPR, and First Aid.		One Year
Training in forklift operation, respiratory protection, CPR, lock-out/tag-out, and fire extinguisher operation.		One Year
Underground facility locating certificate		Two Years

**NEW Water
Job Description**



DNR Basic General Wastewater certificate		Two Years
DNR Sanitary Sewage Collection System certificate		Two Years
Preferred Certification/Licensure		
N/A		

SECTION 7 ADDITIONAL KNOWLEDGE, SKILLS, AND ABILITIES

Ability to convey clear and effective communication, both orally and in writing. Considerable knowledge of computers and software for writing reports and the generating data utilizing spreadsheets and databases analysis

Possess strong mechanical aptitude; and operation and troubleshooting of mechanical and instrumentation equipment used at interceptor conveyance facilities. Understand the proper use of small hand and power tools.

Ability to understand complex policies, procedures, and technical problems. Ability to critically analyze problems and to use sound judgment in arriving at an effective and appropriate solution. Must have the ability and confidence to safely implement the appropriate solution.

Considerable knowledge in the confined space entry procedures (OSHA 1910.146), lockout/tag out procedures (Lockout/Tag out OSHA 1910.147), and hazard communication practices related to Material Safety Data Sheets (Hazard Communication OSHA 1910.1200).

Ability to lead, plan, organize and inspect the work of other team members. Ability to establish and maintain effective working relationships with staff, including internal and external customers. Knowledge of principles and practices of effective leadership methods.

The ability to multi-task in stressful situations (i.e. emergency responses, unplanned power outages, and high flow situations) Knowledge of Pretreatment Industrial Inspections, Industrial Waste Treatment, O&M of Wastewater Collection Systems

SECTION 8 SOFTWARE / TECHNOLOGY UTILIZED

Microsoft Outlook, Word, Excel, Access, SharePoint, GIS (ArcView), RACO (lift stations), Rockwell Systems (SCADA), Maximo (CMMS), Maxcom (SDS for chemicals), ExecuTime (Time and Attendance), Mission Communication (meter stations); and various other software required for portable flow meters, samplers and pH meter data downloading, reviewing and/or exporting (Insight, Flo-ware, OdaStat (H2S).

SECTION 9 EQUIPMENT / MACHINERY UTILIZED

Operation of all equipment necessary for the operation of the interceptor system which include: forklifts, pumps, valves, permanent and portable flow meters and samplers, chemical and ozone feed systems, four gas meters, Odalog – H2S units, permanent and portable emergency generators, portable emergency pumps (Godwin), safety vehicles, Sto-away safety cranes, traffic signage, confined space equipment (tri-pods, harness, SCBAs, fall restraint and ventilation), underground facility locator/transmitter and hand/power tools.

Computers: SCADA Systems, desktop, laptops, tablets and smart phones.

SECTION 10 JUDGMENTS / DECISION-MAKING: IMPACT

Description of Duties	Check One
Job Centered / Work Unit: <u>Decisions made</u> are typically isolated to an individual's job or work unit	<input checked="" type="checkbox"/>
Department-Wide: <u>Decisions made</u> may impact across work units, and involve a significant function of the department. Supervision or management is typically—but not always—a component of the job.	<input type="checkbox"/>
Multiple Departments: <u>Decisions</u> are made on behalf of and impact across multiple departments; or across several sections of a significantly large department.	<input type="checkbox"/>
Entire Organization: <u>Decisions</u> are made on behalf of and affect the entire organization including, but not limited to: employees, customers, vendors, governing body, etc.	<input type="checkbox"/>

SECTION 11 JUDGMENTS / DECISION-MAKING EXAMPLES		
Frequency: Daily, Weekly, Biweekly, Monthly, Quarterly, Annually, or As Needed		
Example of Decision / Judgment (3-5 examples)	Job Title of Who Reviews (If Anyone)	Frequency
Review work orders and prioritize, schedule and coordinate the daily work activities for the FSTs.	Field Services Manager	Daily
QA/QC of wastewater metering and sampling data. Identify flow data anomalies and/or non- representative wastewater samples and make corrective repairs.	Field Services Manager, Billing Committee	Daily
Properly review and screen Digger's Hotline field locate tickets. Determine tickets that require timely underground facility location. At times, these tickets requires communication with locate requestor and submittal of NEW Water plans.	Field Services Manager	Daily
QA/QC of lift station performance information. Identify anomalies and investigate for issues and recommend implement corrective action.	Field Services Manager	Daily
Respond to Emergency call-ins for NEW Water's conveyance system, lift and meter stations and emergency/priority 1 Digger Hotline locate tickets.	Field Services Manager	Weekly
Respond to SSO events. Events are properly controlled, contained, captured, documented, and oversee corrective repairs until system is restored to normal operation	Field Services Manager, Director of Technical Services and Executive Director.	As needed
Respond to inquiries/issues regarding Significant Industrial Users	Pretreatment Coordinator	As Needed

SECTION 12..... PROBLEM SOLVING	
Example of Problem (3-5 examples)	Resources Used
Daily lift station data review indicates a problem with the lift station communication link and/or an anomaly between pump run times at one station or correlation to the downstream stations.	RACO software and Excel spreadsheets. Knowledge and O&M manuals of each site. Review of recent drawdown test documentation to verify pumping rates. Consult with E & I and IT staff as needed.
Monitor and evaluate wastewater sampling process for abnormal sample collection.	Knowledge of sampling equipment and past similar experiences. Contact WPS if a power outage to determine when service will be restored. Consult with equipment representatives and E & I staff as needed.
Monitor and evaluate meter station wastewater flow data for abnormal conditions.	Mission Communication website or portable flow meter software to determine whether the issue(s) are related to power, communication connectivity, velocity probes or level transducers. Consult with equipment representatives and E & I staff as needed.
Monitor and evaluate interceptor air space H2S monitoring data for abnormal and dangerous conditions.	Odialog units, Odialog software for data review. Consult with FSTs, FSM and PTC.
Respond to findings during SIU facility inspections or sampling.	Consult with Pretreatment Coordinator and SIU representatives to mutual resolve the issue and arrange for additional sample to bring the SIU in compliance with their permit limits.

SECTION 13WORKING RELATIONSHIPS / INTERACTIONS / CONTACTS

Frequency: Daily, Weekly, Biweekly, Monthly, Quarterly, Annually, or As Needed

Title/Description of Contact	Purpose of Contact	Frequency
Significant Industrial Users /Environmental contacts	Arrange SIU inspections, discuss compliance sampling issues and/or results of data. Assist with product substitutes and mitigation of detrimental effects that could harm the WWTF or interceptor system.	Weekly
Permitted hauled waste companies/owners	Administration of the Hauled Waste receiving station, testing and sampling of delivered loads and arrange for pumping of air vaults or wet wells, as needed	Weekly
Municipal and permitted customers representatives	H2S mitigation efforts, I/I issues, access to NEW Water manholes, coordinating work, questions, permits and mill shutdowns.	Weekly
Field Services Manager	Work and performance oversight, budgeting, purchasing, work orders, project assistance, monthly O&M invoicing, team involvement, coaching and performance meetings.	Daily
Pretreatment Coordinator	IPS sampling, SIU inspections and submittal of field reports, administration of hauled waste receiving stations, and questions about pretreatment program/industries/permit. Locate and report new SIU's.	Daily
Director of Technical Services	Provide timely sewer service information, technical guidance, review annual work performance and communicate performance evaluation.	As needed to annually
Safety and Security Coordinator	Safety training, safety equipment, potential hazards, near miss reporting, functional safety training exercises and safety inspections of lift and metering station	Monthly
Interdepartmental (all other NEW Water Departments)	Service requests, work orders, repairs and service on equipment. Troubleshoot electrical hardware/software issues. Project support, contractor field work, manhole inspections, sewer and manhole rehabilitation, sub-basin flow monitoring program, mapping and GIS needs. Wastewater samples, Coordinate technical issues with software, computers and hardware. Emergency call-ins for lift/meter station alarms, interceptor system level alarms, Diggers Hotline field locates, mill metering issues, public complaints and weather related emergency events. Investigate wastewater anomalies. IPS invoicing, monthly mill O&M invoicing and fixed asset audit review.	Daily to Weekly
Sewer haulers and contractors	Special loads needs, repair or reconstruct manhole structures, emergency events and site restoration	As needed
Equipment vendors	Search out new equipment, solicit demos, and recommend purchase of equipment such as portable flow meters, samplers, MH castings, H2Smitigation equipment underground locating equipment, and telemetry alarm equipment.	As needed

SECTION 14SUPERVISION / MANAGEMENT AUTHORITY

Action	Yes	No	Provides Input
Screen / Interview Applicants	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Hire / Promote Employees	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Provide Written / Verbal Warnings	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Suspend Employees	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Terminate Employees	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Prepare Work Schedules	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Project Management	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Provide Work Direction	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Evaluate Performance	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Coach Employees	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Train Employees	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Approve Overtime	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Approve Time Off	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Develop / Implement Policies	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Evaluate and Approve Exceptions to Policies	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Classification / Compensation Changes	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Employees <u>Directly</u> Supervised	
# Employees	Job Title
N/A	N/A
Employees <u>Indirectly</u> Supervised	
# Employees	Job Title
N/A	N/A

SECTION 15.....WORK ENVIRONMENT / WORKING CONDITIONS / PHYSICAL REQUIREMENTS

Refer to ErgoFactor Job Analysis for this position for details.
<S:\Safety\Blankenheim Project\Field Services\Field Services Technician.pdf>

SECTION 16ADDITIONAL COMMENTS

Personnel within this job description are required to work weekends, holidays and be scheduled for weekly “stand-by” for emergency call-in events that require immediate attention or corrective repair.

Must possess a high degree of safety awareness. Personnel are exposed to significant safety hazards such as frequently entering confined spaces, driving and working in and around traffic, entering industrial facilities that present various hazards and handling wastewater. Must pass medical clearance for confined space entry.

Must be able to clear security requirement for the Green Bay Austin Straubel International Airport.

As this position is included in the annual medical respiratory evaluation program, facial hair, beards, sideburns, etc., which extend into the facepiece-to-face fit area are not permitted. Mustaches or neatly trimmed goatees must be sufficiently short so as not to interfere with the overall function of the respirator.

THIS JOB DESCRIPTION IS INTENDED TO IDENTIFY ESSENTIAL DUTIES AND ALSO ILLUSTRATES OTHER TYPES OF DUTIES THAT MAY BE ASSIGNED TO ITS INCUMBENTS. IT SHOULD NOT BE INTERPRETED AS DESCRIBING ALL OF THE DUTIES THAT WILL BE REQUIRED OF EMPLOYEES OR BE USED TO LIMIT THE NATURE AND EXTENT OF ASSIGNMENTS THAT AN INDIVIDUAL IS REQUIRED TO PERFORM.

JOB DESCRIPTIONS ARE SUBJECT TO REVISION AT ANY TIME AT THE DISCRETION OF MANAGEMENT.