

THE YORK WATER COMPANY
Job Description
JOB TITLE: Distribution Technician

EXEMPT: No
DIVISION: G & A

JOB CODE: 500
DEPARTMENT: Operations

REPORTS TO: Distribution Superintendent
PREPARED BY: Human Resources
APPROVED BY: Vice President of Operations

DATE: March 2025
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SUMMARY: Responsible for the general technical operation of the distribution department and the leak detection program.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

1. Implement and maintain the leak detection program.
2. Coordinate and consult with the Distribution Superintendent on an ongoing basis.
3. Assist the other operations' superintendents in maintaining the facilities for which they are responsible.
4. Record and analyze system leak data and document unrevenued water for main leaks and service line leaks.
5. Provide weekly and monthly reports of findings to the appropriate superintendent as required.
6. Respond to after-hours emergencies/main breaks as needed.
7. Adjust work schedule to off-shift hours as dictated by leak detections schedule to ensure timely and accurate findings.
8. Administer GPS/GIS equipment to locate and identify York Water Company facilities / assets.
9. Work closely with the GIS Coordinator to correct / administer the ESRI GIS database.
10. Locate and mark water mains and services, as needed, for YWC and contractors.
11. Create Oracle Work Orders as necessary.
12. Obtain DEP Class E Water Certification within one year.
13. Operate valves, as necessary for main breaks and emergency repairs.

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14. Assist Customer Service, and/or Dispatcher with turn-ons, turn-offs, and/or customer complaints.
15. Notify customers of scheduled maintenance and outages in accordance with the Company's process and governing regulations.
16. Work closely with Superintendents to administer the PA One Call System.
17. Consistently demonstrate positive and professional behavior with all individuals contacted on behalf of the Company, including employees.

QUALIFICATIONS REQUIREMENTS:

EDUCATION and/or EXPERIENCE:

High school diploma or general education degree (GED); a minimum of 3 years' experience working in an unsupervised or self-directed environment and a minimum of 2 years water system experience or a minimum of 5 years' experience in a detail oriented/technical position requiring similar skills.

Within 5 years of being employed in the position, shall obtain an Associate's Degree or higher in Business, Management, or another related field.

LANGUAGE SKILLS:

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively in one-on-one situations and with small groups. Must be able to use Microsoft Word. Create procedural manuals as necessary.

MATHEMATICAL SKILLS:

Ability to add, subtract, multiply, and divide in all units or measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs. Must be able to use Microsoft Excel to create and interpret spreadsheet reports.

REASONING ABILITY:

Ability to solve technical problems through the analysis and interpretation of diagnostic data. Ability to analyze information and develop priority schedules/action plans that best support the job goals and objectives. The ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

CERTIFICATES, LICENSES, REGISTRATIONS:

- Must possess a valid Pennsylvania driver's license.
- Must obtain a DEP Class E Water Operator's Certification within one year of the start date.
- Must obtain and maintain a PA DOT license.

OTHER SKILLS AND ABILITIES:

Become familiar with the Company's central meter reading program, leak detection equipment, personal computer, mobile tablet, GIS, GPS Equipment, smart phone, database management system, Work Order Mobilization, associated software, copier, and other office equipment.

PHYSICAL DEMANDS:

See attached Essential Function and Physical Demands Analysis.

WORK ENVIRONMENT:

While performing the duties of this job, the employee regularly works in outside-weather conditions. The employee frequently works near moving mechanical parts. The employee is occasionally exposed to wet/or humid conditions, fumes, or airborne particles, extreme cold, extreme heat, risk of electrical shock, and vibration.

The noise level in the work environment is usually moderate.

This is a safety-sensitive position and would require compliance with all applicable safety guidelines and regulations.

