



DISTRIBUTION / COLLECTION TECHNICIAN

General Statement of Duties

Performs responsible skilled work in the installation, maintenance and repair of the water distribution and sewer collection systems.

Distinguishing Features of the Class

An employee in this class performs a variety of technical skilled work in the installation, maintenance, and repair of water and sewer lines and appurtenances. Work involves inspecting and repairing water and sewer mains, manholes and outfall lines; repairing water line leaks and replacing old lines; making water and sewer taps; installing and repairing meters, setters, and boxes; performing inspection and maintenance of the sewer collection system and lift station; cleaning out lines; testing flow rate and pressure on lines; cutting asphalt, making patches, and backfilling pavement; storm drain cleaning; mowing right of ways; and assisting other divisions of Public Works as needed. Work requires the operation of power tools including jackhammers, cut off saws, and pipe cutters as well as some heavy construction equipment such as a backhoe, trackhoe, tractors, and loaders around utility lines, traffic, and in tight spaces. Employees are subject to working in both inside and outside environments, in extreme hot and cold weather, and exposure to various hazards such as loud noises, vibration, moving mechanical parts, electrical current, chemicals, fumes, odors, dusts, mists, gases, poor ventilation, and oils. Work is subject to the final standards of OSHA on blood borne pathogens and may be required to wear specialized personal protective equipment. Employees are also subject to on-call and call-back work. Work is performed under regular supervision and is evaluated through observation and inspection for adherence to instructions and standard trade and safety practices.

Duties and Responsibilities

Essential Duties and Tasks

Installs and maintains water and sewer service lines; makes water and sewer taps; repairs and replaces water and sewer lines, valves, hydrants, and other related structures.

Investigates complaints of leaking meters, water leaks, or high consumption and determines problems; repairs water leaks; repairs and replaces water lines and meters.

Operates tapping machine to make water and sewer taps and service connections.

Lays water and sewer pipe; adjusts pipe to proper grade and depth and replaces sewer and water lines and related facilities.

Connects and disconnects water service in response to moving customers and/or delinquent utility payments.

Installs hydrants, meters, valves, clamps, and related pipeline apparatus; sets meter boxes; repairs and replaces hydrants.

Completes various activities as required by work orders; completes information on work orders and turns work orders in; prepares other records of work activities.

Operates track hoe, front end loader, dump trucks, jack hammers, tampers, cut off saw, pipe cutter, tapping machines, trenchers, air compressors, boring machines, shovels, and handheld detection equipment.

Participates in hydrant and valve exercising, hydrant flushing, manhole inspections, infrastructure maintenance, and other maintenance programs.

Performs landscaping and asphalt repair after repair work is completed.

Sets up safety cones and signs and may flag traffic around construction sites.

Works with customers to investigate complaints; assists customers with understanding water system issues and services.

Distribution / Collection Technician

Page 2

May assist in the installation, replacement and repair of meters; troubleshoots problems such as visual reads and repairs meters.

Participates in cleaning and maintaining light and medium vehicles, equipment and tools.

Stocks and maintains necessary parts and supplies on assigned truck; notifies supervisor on supply needs.

Additional Job Duties

May back up or assist other staff or other divisions.

Performs other related tasks as required.

Recruitment and Selection Guidelines

Knowledges, Skills, and Abilities

Working knowledge of the tools, materials and equipment used in the installation, replacement, maintenance and repair of utility lines.

Working knowledge of a variety of maintenance and manual methods and tasks involved in the installation, maintenance, repair and replacement of utility lines and appurtenances.

Working knowledge of the safe use and operation of construction equipment and use of common hand tools and power tools.

Working knowledge of the occupational work hazards and applicable safety precautions associated with the work.

Working knowledge of the application of technology to work assignments.

Working knowledge of the proper placement of traffic safety signs and cones.

Working knowledge of the municipal water service policies and procedures.

Skill in customer contact, teamwork and collaborative conflict resolution.

Skill in the operation of light and medium-sized construction equipment.

Ability to walk and stand for long periods of time, perform duties in heavy traffic and under adverse weather conditions, and work as part of a team in a variety of weather conditions.

Ability to establish and maintain effective working relationships with supervisors, co-workers and the public.

Ability to read utility line maps and operation and service manuals and to understand and follow oral and written instructions.

Physical Requirements

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

Must be able to perform very heavy work exerting up to 100 pounds of force occasionally; 50 pounds of force frequently; and 20 pounds constantly to move objects.

Must possess the visual acuity for depth perception, inspection of small parts and/or defects, operating motor vehicles or equipment and for determining the accuracy and thoroughness of work, read gauges, and make written records.

Desirable Education and Experience

Graduation from high school and some experience in construction-related utility work including heavy equipment operation experience; or an equivalent combination of education and experience.

Special Requirements

Possession of a valid North Carolina Commercial Driver's License within timeframe specified.

Possession of a grade C water distribution and grade 1 wastewater collection certification, or ability to obtain within 12 months of hiring.

Distribution / Collection Technician

Page 3

Hiring range for this position is \$39,020 to \$45,500 DOQ, with a 5% increase following the probationary period. Applications may be obtained at the Town of Dallas Administrative Offices located at 210 N. Holland St., Dallas, NC 28034 or at www.dallasnc.net. Completed applications can be emailed to jobs@dallasnc.net or turned in at the Administrative Offices. Open until filled. EOE

Dallas

2025-2026