

On-Call Duties and Responsibilities

There are 2 employees assigned On-Call duties, with 2 levels of responsibilities. Each On-Call shift is a week-long, typically starting on a Monday morning and ending the following Monday morning. The on-call persons must be easily reached, capable, sober and ready to work at any time during their on-call period.

There are 2 skill sets on each On-Call shift. There is one employee with Primary duties. This employee is a Certified Wastewater Operator and has many years of experience at the District. Their duties are to receive the after hours calls and determine the actions necessary to correct the issue. This may and usually does include calling in the Secondary on-call person. The Primary on-call person also checks the WWTP's on Saturday, Sunday, and any Holiday during their assigned shift. It usually takes about 4 hours to check the treatment plants provide there are no issues.

The Secondary On-Call employee is an Equipment Operator, Wastewater/Equipment Operator, or the Operations Manager. This employee's duty is to respond when the Primary operator calls for assistance.

The Primary On-Call employee gets to take a Schedule Day Off, during the week following being on-call to compensate for working on Saturday and Sunday. Usually, they choose to take off the Friday following being on-call to get an extended weekend.

The District averages 11 to 12 afterhours service calls per month over the past 18 months.

Types of Service Calls

I have listed the service calls below by quantity received and the manpower needed to rectify the problem.

Pressure System calls - Primary responds, calls in Secondary if needed.

Gravity calls – Primary and Secondary respond.

Contract – Primary determines level of response necessary.

Lift Station/Treatment Plant – Primary troubleshoots and calls Secondary if needed.

Emergency Locates – Primary or Secondary can respond.

On-Call Scheduling

The On-Call schedule is set up on a rotating basis that included the 8 employees in the Operation department. That usually allows for the employees to be on-call for a week and off-call for 3 weeks.

Over the past year the call schedule has been a 6- or 7-man rotation. This is due to vacancies, or limitations of the staff. The crew understands the job requirement and responsibilities of being on-call, and timely response when called. We have not had the problem of; failure to respond, or long response times.

As the Operations Manager, I have regularly asked the crew for ideas on rotation and scheduling of on-call. The crew has not come up with a better idea or plan. The idea of split shifts for on-call was not accepted. The employee would be on-call the same amount, but potentially interfere with 2 or three weeks. Essentially feeling as if your on-call all the time.

Required Skills

The on-call employees must possess a variety of skills. The skills needed to respond to District service calls are;

1. Electrical Troubleshooting, must understand lift station, wwtp and pressure system controls, and how to use electric meters and read wiring diagrams to find and correct the issue.
2. Must possess a valid Class "A" Commercial Drivers License, to operate the District's; Jett, vacuum truck, crane truck and dump truck. Must be able to operate this equipment safely.
3. Must have the ability to repair gravity and pressure piping.
4. Knowledge and familiarity with the collection system and maps to conduct emergency locates and respond to blockage service calls.
5. Knowledge of electronic notification system, and how to respond to those alerts.
6. Must have the ability to interact and communicate effectively with customers who are often upset with the situation. They must also be able de-escalate if needed.