

# Rattlesnake Ridge Water District

Serving Areas of Carter, Elliott, Lawrence and Morgan Counties

P.O. Box 475, Grayson, Kentucky 41143-0475

Phone (606) 474-7570, Fax (606) 474-8531

E-Mail: [rrwd@windstream.net](mailto:rrwd@windstream.net)

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*"Rattlesnake Ridge Water District is an equal opportunity employer and provider."*

*"Hard of Hearing, Speech impaired, or Deaf users, call the Kentucky Relay Service at (800) 648-6056.*

*Give the Communications Assistant our phone number to contact us."*

~~David Gifford~~ - Manager at RRWD

Duties and responsibilities:

Hire Date - Jan. 26 1997

The manager of RRWD is responsible for directing, administering, and coordinating all operational, engineering, maintenance, construction, and financial activities of the District's operation within the scope delegated by the Board. This includes significant field and administrative responsibilities; developing and managing annual budgets; responding to emergency situations at all hours; hiring, training, and managing personnel; establishing and enforcing work standards while creating a harmonious and productive working relationship with immediate staff and other employees; providing regular reports to the Board of Directors; and fostering good public relations.

~~Rebecca Kitcher~~ - Assistant Manager at RRWD

Duties and responsibilities:

Hire Date - Feb. 12<sup>th</sup> 2014

The assistant manager of RRWD **ensures operational excellence by performing managerial tasks, such as scheduling, maintaining inventory, and/or evaluating employee performance.** He or she bridges the gap between management and staff; works with the CPA to pay vendors and do payroll. He/She works directly with staff to make sure all job duties are being performed. Keeps records and reports all issues directly to the manager.

Employee Name:



Hire Date 10-21-21

General Job Description: Field Laborer/Equipment Operator

Major Duties and Responsibilities: Runs heavy equipment, such as excavator, to repair leaks and

Performs a variety of construction, maintenance and repair work on water distribution; such as installation, repair, cleaning and flushing of water lines. Operates tools, compressors, jackhammers, tampers and similar equipment required to perform assigned task. Must be able to perform strenuous manual labor, often under adverse weather conditions. Must be able to read system diagrams, instructions, work orders, manuals, reports and messages. Employee will be required to sit and stand for extended periods of time; walk, climb and negotiate uneven terrain; lift, push, pull and carry up to 75lbs; kneel, stoop, squat, use hands/fingers to feel objects and controls; must be able to drive vehicle in all weather conditions.

Qualifications for the Job (Education):

Must have a high school diploma or general education degree (GED)

Employee Name: [REDACTED]

Hire Date - May 2021

General Job Description: Field Forman/Equipment Operator

Major Duties and Responsibilities: Runs heavy equipment, such as excavator, to repair leaks and

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Qualifications for the Job (Education):

Must have a high school diploma or general education degree (GED)

Employee Name:



Hire Date 7-24-2018

General Job Description: Class II D-Distribution Operator

Major Duties and Responsibilities:

Performs a variety of construction, maintenance and repair work on water distribution, such as installation, repair, cleaning and flushing of water lines. Operates tools, compressors, jackhammers, tampers and similar equipment required to perform assigned task. Must be able to perform strenuous manual labor, often under adverse weather conditions. Must be able to read system diagrams, instructions, work orders, manuals, reports and messages. Employee will be required to sit and/stand for extended periods of time; walk, climb and negotiate uneven terrain; lift, push, pull and carry up to 75lbs; kneel, stoop, squat, use hands /fingers to feel objects and controls; must be able to drive vehicle in all weather conditions.

Qualifications for the Job (Education):

Must have a high school diploma or general education degree (GED)



Name: ~~Mark C. Duncan~~

Position: Class 3A Operator 9 Plant

Hire Date - April 2015

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### GENERAL PURPOSE

Works under the general supervision of the chief operator or the superintendent for the water plant, or as directed by the Director of Engineering.

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### ESSENTIAL DUTIES AND RESPONSIBILITIES

Monitors the performance of all equipment, gauges and charts in the treatment plant and pump stations; records statistical data concerning plant operations; maintains; operates, repairs and replaces equipment as necessary; charts lab test results for trend analysis and maintains accurate records of analyses and test results; evaluates data and writes reports as required.

Operates, maintains and repairs malfunctions at the water plant; repairs gauges, pumps, filters and other controls and equipment.

Collects samples and identifies concentrations of chemical, physical or biological characteristics of water required in accordance with local, state and federal requirements; gathers and tests water samples for plant efficiency reports as required.

Performs quality control tests on lab equipment and lab analyses; evaluates procedures and results for accuracy and determines appropriate methods.

Assures that plant operates within required standards.

Trains and maintains lesser skilled operators in acceptable lab methods and procedures to assure accuracy of test results.

Contains and disposes of hazardous wastes generated by the lab, water sludges, loads or removes by hand or with equipment as process requires.

Calibrates or repairs lab, instrumentation, and control equipment. Recorders, flow meter and other water quality monitoring equipment not serviced by contract instrumentation

Maintains the drawings and schematics of electrical and other systems in the treatment plant.

Monitors performance of electrical systems, circuits or equipment of the treatment plant.

Other duties as may be assigned.

Name: ~~Phillip Sagraves~~

Position: Class 3A Operator @ Plant

Hire Date - April 2014

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### GENERAL PURPOSE

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Calibrates or repairs lab, instrumentation, and control equipment. Recorders, flow meter and other water quality monitoring equipment not serviced by contract instrumentation

Maintains the drawings and schematics of electrical and other systems in the treatment plant.

Monitors performance of electrical systems, circuits or equipment of the treatment plant.

Other duties as may be assigned.

Name: ~~Eugene Bledsoe~~

Position: Class 3A Operator @ Plant

Hire Date - May 2011

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### GENERAL PURPOSE

Works under the general supervision of the chief operator or the superintendent for the water plant, or as directed by the Director of Engineering.

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### ESSENTIAL DUTIES AND RESPONSIBILITIES

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Maintains the drawings and schematics of electrical and other systems in the treatment plant.

Monitors performance of electrical systems, circuits or equipment of the treatment plant.

Other duties as may be assigned.



Name: Dale Holmes

Position: Class 1A Operator

Hire Date December, 2020

#### GENERAL PURPOSE

Works under the general supervision of the chief operator or the superintendent for the water plant, or as directed by the Director of Engineering.

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Calibrates or repairs lab, instrumentation, and control equipment. Recorders, flow meter and other water quality monitoring equipment not serviced by contract instrumentation

Maintains the drawings and schematics of electrical and other systems in the treatment plant.

Monitors performance of electrical systems, circuits or equipment of the treatment plant.

Other duties as may be assigned.

Name: ~~Lester Bowling~~

Position: Plant Supervisor

Class 4 Operator Since 2001

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### GENERAL PURPOSE

Works under the general supervision of the chief operator or the superintendent for the water plant, or as directed by the Director of Engineering.

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Monitors the performance of all equipment, gauges and charts in the treatment plant and pump stations; records statistical data concerning plant operations; maintains; operates, repairs and replaces equipment as necessary; charts lab test results for trend analysis and maintains accurate records of analyses and test results; evaluates data and writes reports as required.

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Maintains the drawings and schematics of electrical and other systems in the treatment plant.

Monitors performance of electrical systems, circuits or equipment of the treatment plant.

Other duties as may be assigned.

Employee Name: ██████████

General Job Description: field laborer/~~equipment operator~~ meter reader

June 2023 Hire Date

Major Duties and Responsibilities: ~~runs heavy equipment, such as excavator~~ repair leaks and read meters

Performs a variety of construction, maintenance and repair work on water distribution; such as installation, repair, cleaning and flushing of water lines. Operates tools, compressors, jacks, hammers, tampers and similar equipment required to perform assigned tasks. Must be able to perform strenuous manual labor, often under adverse weather conditions. Must be able to read system diagrams, instructions, work orders, manuals, reports and messages. Employee will be required to sit and stand for extended periods of time; walk, climb and negotiate uneven terrain; lift, push, pull and carry up to 75 lbs.; kneel, stoop, squat, use hands/fingers to feel objects and controls. Must be able to drive vehicle in all weather conditions.

Qualifications for the Job (Education):

Must have a high school diploma or general education degree (GED)



~~Dennie Bush~~  
~~for~~  
~~10/1/2003~~

Employee Name: ~~Denise Campbell~~

2 - General Job Description: field laborer / meter reader  
January 2003 - Hire Date

Major Duties and Responsibilities:

Performs a variety of construction, maintenance and repair work on water distribution; such as installation, repair, cleaning and flushing of water lines. Operates tools, compressors, jackhammers, tampers and similar equipment required to perform assigned task. Must be able to perform strenuous manual labor, often under adverse weather conditions. Must be able to read system diagrams, instructions, work orders, manuals, reports and messages. Employee will be required to sit and stand for extended periods of time; walk, climb and negotiate uneven terrain; lift, push, pull and carry up to 75lbs; kneel, stoop, squat, use hands/fingers to feel objects and controls, must be able to drive vehicle in all weather conditions.



**Position Summary:**

The Account Services Representative position is responsible for providing quality customer service experience to all who make inquiries. This includes resolving or assisting in the resolution of issues or problems being experienced. Additionally, this position assists in the regulatory compliance and efficient operations of the District.

**Essential Functions:**

Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions of this position.

- Respond to inquiries regarding account details, bill amount, payments, start-service applications, construction projects, and any other general questions or issues received by phone, walk-in or drive through.
- Record data from phone calls and service orders into customer information system.
- Responsible for organization of account documents and notes within the custom information system which includes adding notes in the customer information system regarding payments, change of address, or any other related issue.
- Responsible for balancing cash drawer when scheduled on rotation for drive thru and front counter positions.
- Process various forms of payment directly from customers.
- Administer payment arrangements made with customers regarding delinquent bills to ensure final payment is received.
- Responsible for processing and routing mail.
- On a rotational basis, this position will be required to aid in such tasks as returned checks, lockbox, cash sheets, scanning and emails.
- May serve as a back-up to account service representative – calls.
- Ensures compliance of company policies, including but not limited to safety concerns and incident reporting.
- This description describes only the core areas of responsibilities; specific position assignments will vary depending on the needs of the department.

**Required Education and Experience:**

- High school diploma or GED

Rattlesnake Ridge Water District has 2 Full time and 1 part-time

Utility Service Representatives.

Hire Dates

#1 - May 1, 2011

#2 - June 1, 2021

Part-Time - Jan 1, 2023