

# **SOLID BLEND TECHNOLOGIES**

## **POSITION OVERVIEW**

**JOB TITLE:** OEPA Licensed Water Supply Operator

**REPORTS TO:** Environmental Group Manager

**Job Summary:** As a Solid Blend OEPA Licensed Water Supply Operator you ensure safe and efficient operation of secondary disinfection units deployed at client facilities. You are the primary “face” and reputation of the company. You are the person the client interacts with most frequently and you are the person who delivers the quality of service that the client attributes to Solid Blend. Your actions significantly affect the growth potential and stability of the company itself and, of course, all its team members.

Key performance objectives in order of priority are:

1. Maintains, at a minimum, an Ohio EPA Water Supply Class I license or greater. Maintaining of the Ohio EPA Water Supply license is a condition of employment.
2. Maintains, repairs, and operates non-community chemical feed systems that provide secondary disinfection in assigned facilities.
3. Collects, documents, and analyzes all samples required by OEPA to remain in compliance. Delivers samples to outside laboratories as required.
4. Provides solutions to meet or exceed our customer expectations of a professional water management company.
5. Continually develops professionally and personally to exceed the highest standards in our industry.
6. As a Solid Blend Team Member, provides solutions and continuous improvement recommendations to exceed customer expectations that set us apart from our competitors.

**Essential Job Functions:** The responsibilities listed are fundamental to the position and must be performed successfully to achieve the key performance objectives of the role. Other responsibilities may be assigned.

### **I. Operational Responsibilities**

1. Operates and maintains multiple non transient and non-community Public Water Systems (building distribution water systems, chemical feed systems, storage tank, etc.) to provide compliance with applicable state and federal regulations.
2. Collects and analyzes samples required for compliance and process control.
3. Troubleshoot technical and operational systems.
4. Is knowledgeable in building water distribution systems.
5. Is knowledgeable of all current standards and regulations for Public Water Systems.
6. Maintains and calibrates hand-held and on-line monitoring equipment and treatment equipment as required.
7. Follows Company’s Environmental, Health, and Safety Policies, and reports unsafe conditions.
8. Takes and records operation readings according to prescribed schedules.
9. Creates regulatory reports.
10. Maintains daily logs, records plant operating data as required in logs and operations software
11. Effective, timely, and respectful communication and interactions with other employees, supervisors, individuals from other organizations, and clients.
12. Performs other related functions assigned or as they become apparent.
13. Provides professional water treatment solutions so our customers can operate their facilities efficiently
14. Continually develops professionally to exceed the highest standards in our industry.
15. Provides training to our customers to save time and money for the company and our client when appropriate.
16. Provides solutions as a team to exceed customer expectations that set us apart from our competitors.

17. Effectively manage own time and schedule and perform well with minimal supervision.
18. Maintains physically fitness level to be capable of frequently lifting weights of >65 pounds and do frequent bending, stooping, and walking.
19. Delivers samples to designated labs.

### **I. Interpersonal Responsibilities**

1. Develops and maintains professional and personal relationships with clients, industry partners, and vendors.
2. Collaborates with operations team on special projects and equipment installations.
3. Collaborates with sales to identify further customer needs.
4. Serves as a mentor for co-workers with respect to Solid Blend best practices.
5. Identifies opportunities and continuously works on personal professional development.

### **II. Organizational Responsibilities**

1. Participates in Company meetings, seminars and training opportunities as specified.
2. Actively participates and contributes to all Company cultural development initiatives
3. Actively participates in all Company social media initiatives pertaining to LinkedIn, including weekly posts and maintaining of personnel LinkedIn page.
4. Actively participates in all Company marketing campaigns as specified.
5. Provides feedback to management on revenue opportunities, as well as, process and program improvement opportunities.

### **III. Statement of Responsibilities**

An OEPA Licensed Water Supply Operator optimizes and maintains the quality of our customers' water to reduce risks from waterborne pathogens, reduce downtime, and optimize equipment life. This includes the monitoring of water chemistry levels and maintaining associated equipment and controls through service and/or repair. The OEPA Licensed Water Supply Operator also tracks inventory, builds and maintains client and vendor relationships, continues their own professional development, and provides feedback to management on continuous improvement opportunities.

**PERFORMANCE FACTORS:** The performance factors described here are core abilities that translate into desired on-the-job behaviors which contribute to the employee successfully achieving the performance objectives of this job and carrying out the assigned responsibilities.

1. **Continuous Learning:** The ability to take initiative in learning and implementing new concepts, technologies and/or methods. Demonstrates curiosity and enthusiasm for learning; takes initiative in acquiring and mastering the skills and knowledge requirements of a position; keeps abreast of current or new information through reading and other learning methods; is actively interested in new technologies, processes and methods; welcomes or seeks assignments requiring new skills and knowledge; expends considerable effort and/or expense on learning; genuinely enjoys learning; identifies applications for knowledge; is considered a knowledgeable resource by others.
2. **Personal Accountability:** A measure of the capacity to be answerable for personal actions. Accepts personal responsibility for the consequences of personal actions; avoids placing unnecessary blame on others; maintains personal commitment to objectives regardless of the success or failure of personal decisions; applies personal lessons learned from past failures to moving forward in achieving future successes.

3. **Customer Focus:** A commitment to customer satisfaction. Consistently places a high value on customers and all issues related to customer; objectively listens to, understands and represents customer feedback; anticipates customer needs and develops appropriate solutions; meets all promises and commitments made to customers.
4. **Interpersonal Skills:** The ability to effectively communicate, build a rapport and relate well to all kinds of people. Strives for self awareness; demonstrates sincere interest in others; treats all people with respect, courtesy and consideration; respects differences in the attitudes and perspectives of others; listens observes and strives to gain understanding of others; communicates effectively; is sensitive to diversity issues; develops and maintains relationships with many different kinds of people regardless of cultural differences.
5. **Problem Solving Ability:** The ability to anticipate, analyze, diagnose and resolve problems. Utilizes logic and systematic processes to analyze and solve problems; defines the causes, effects, impact and scope of problems; identifies the multiple components of problems and their relationships; prioritizes steps to solution; develops criteria for optimum solutions; evaluates the potential impact of possible solutions and selects the best one.
6. **Resiliency:** The ability to quickly recover from adversity. Continues toward goals in the face of difficulty and adversity; handles criticism and rejection from others with objectivity; recovers quickly from personal setbacks; moves past unforeseen obstacles without unnecessary delay.
7. **Teamwork:** The ability to work effectively and productively with others. Respects team members and their individual perspectives; makes team mission and objectives a priority; works toward consensus when team decisions are required; meets agreed-upon deadlines on team assignments and commitments; shares responsibility with team members for successes and failures; keeps team members informed regarding projects; supports team decisions; recognizes and appreciates the contribution of team members; behaves in a manner consistent with team values and mission; provides constructive feedback to team and its members; responds positively to feedback from team members; raises and/or confronts issues limiting team effectiveness.