

Utilities Operations Apprentices Program

Program Overview:

The Norfolk Department of Utilities offers an Apprenticeship Program to provide training and on-the-job work experience for individuals interested in a career in the maintenance of municipal water and wastewater infrastructure and water production facilities.

The six-month apprentice program is designed to train candidates for permanent full-time positions as equipment operators, which includes truck driving and heavy equipment; and utility maintenance mechanics, who's work includes maintenance of pumps and machinery. Candidates who successfully complete the program are eligible to apply for permanent vacant positions. A maximum of 15 operations apprentices are accepted annually.

Each Apprentice receives a binder with the essential elements course material and a certification book for their specific position. The certification book lists specific tasks and assignments they must demonstrate to their mentor or a supervisor (subject matter expert) for certification. Knowledge and skills tests are conducted at the end of core sections of the curriculum (i.e., job classifications, safety, and combined operations or water production). License fees and training materials are provided.

On the one-year anniversary of full-time employment, graduates will be eligible for a one-time monetary bonus of \$1,000 provided they have a favorable performance review.

Work hours and location:

Utility maintenance mechanics: Monday-Friday, 6:30 a.m. to 3:00 p.m., Moores Bridges Water Treatment Plant, 6040 Waterworks Road, Norfolk, VA

Equipment operators— Monday-Friday, 7:00 a.m. to 3:30 p.m., Utility Combined Operations Complex, 1316 Ballentine Blvd., Norfolk, VA

Program Training:

- ✓ Through hands-on training apprentices gain the knowledge, skills, and experience necessary for vehicle and technical licensing, such as a Class A Commercial Driver's License (CDL). License fees and training materials are included in the program.
- ✓ Work alongside tradespersons, maintenance and operations staff of the Department of Utilities by operating vehicles, heavy equipment and power and manual tools.
- ✓ Learn industry and OSHA safety standards.

For program information, please contact:

Contact: Rachael Gaul, Public Information Specialist, Department of Utilities

Phone: 757-664-6730

Mobile: 757-635-5098

Email: Rachael.gaul@norfolk.gov

Website: www.norfolk.gov/utilities

Department of Utilities Organizational Background:

Norfolk's Department of Utilities is a regional provider of water services. Our water has such high quality it's trademarked as Norfolk Pure. And, the taste? Norfolk Pure rates best-in-class in taste competitions.

Our workforce is the key to our success. The service our employees provide makes it possible for the region to thrive and for customers to enjoy a quality product that's second to none.

Water and Wastewater are two of the City's oldest public services, and major protectors of public health. We began operations in the late 1800's and now, over 140 years later, the plants are staffed and operated 24 hours a day throughout the year. Currently we provide water to Norfolk, Virginia Beach, military facilities in both cities and parts of Chesapeake, Suffolk and Isle of Wight County; serving nearly one million people with water and transporting wastewater for Norfolk residents. Every drop of water we produce meets state and federal water quality regulations.

We continue to embrace technology to improve the customer experience and expand partnerships on economic development. Our quality of life is enhanced by the availability of clean reliable water, and it's as easy as turning on the tap.

Basic Facts

Water Infrastructure:

- Norfolk has two water treatment plants, Moores Bridges and 37th Street
- 950+ miles of water mains ranging in diameter from 2" to 60" deliver the water.
- 4,700+ fire hydrants protect Norfolk communities from fire.

Wastewater Infrastructure:

- 750+ sanitary sewer mains create an underground network to move wastewater away from our homes and communities.
- 130+ sanitary sewer pump stations push the wastewater through the underground pipe network.