

MISSION-CRITICAL PROFILE

Name: Fred Gonzales

Organization: San Francisco Public Utilities Commission

Job Category (Check one below):

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| <input type="checkbox"/> Water Treatment | <input type="checkbox"/> Electronic Maintenance Technician/ Instrument Technician |
| <input type="checkbox"/> Water Distribution | <input type="checkbox"/> Electrician/Electrical Line Worker |
| <input type="checkbox"/> Wastewater Treatment | <input type="checkbox"/> Machinist/Mechanic |
| <input checked="" type="checkbox"/> Wastewater Collections | <input type="checkbox"/> Other |

1. Please describe the work you do:

Inspect, as well as, maintain all sewers in San Francisco, California.

2. What combination of education, vocational training, apprenticeship, experience, and/or skill did you obtain in order to be qualified and selected for your job?

I worked for private companies for several years learning about sewers before testing and applying for CCSF.

3. What do you like best about your job?

Being able to help out customers during a stressful time as well as figuring out problems and working with public.

4. Please tell us about the projects and activities you have enjoyed most in your work in the water/wastewater field, and what made them rewarding,

I enjoyed walking sewers and CSO's because they are challenging and exciting to learn and see what's underground.

5. What qualities and capabilities are needed in order for a person in your area of expertise to be successful in the water/wastewater industry?

You need to have knowledge of how a gravity sewer system works and be able to figure out and troubleshoot sewer issues of all types.

6. Do you have any advice for an individual who is considering pursuing a career in your field in the water/wastewater industry?

Learn all aspects of sewers and plumbing as well as learn to be a people-person because when you show up to a customer's house during a time of a sewer problem you need to be able to calm them down and let them know that you are there to help them.