Water Services Technician

Job Code: 50200  
Job Function: Utility Services  
Salary Plan: 004  
Grade: 215  
FLSA: Nonexempt  
Labor Assign: Unit 2 AFSCME 2384  
Benefit Cat: 002  
EEO-4: Service Maintenance  
SOC: 43-5041  
Last Revision: June 2020

This description is not intended to limit or in any way modify the right of management to assign, direct and control the work of employees. The listing of duties and responsibilities shall not be held to exclude other duties not specifically mentioned that are of similar kind or level of difficulty. They are intended to describe the general nature and level of work being performed by individuals assigned to positions in this classification.

DISTINGUISHING FEATURES OF THE CLASS:

The fundamental reason this classification exists is to perform a variety of water customer service field work. Work includes the performance of basic and semi-skilled maintenance and preventative maintenance.

SUPERVISION RECEIVED/GIVEN:

Supervision is received from a Water Customer Services Supervisor I or II, or other supervisor. Incumbents may also receive training and guidance from more experienced Water Services Technicians or Water Services Specialists.

ESSENTIAL FUNCTIONS:

- Provide field customer service.
- Inspect, report, and resolve meter function, meter consistency, unusual meter conditions, and make any necessary repairs.
- Install, remove, repair, and replace equipment, such as water meters, registers, encoder receiver transmitters, meter boxes, lids, connections, re-setters, jumpers, idler bars, flow regulating devices, such as, curb stops, valves, plugs, and/or restrictor plates and related items.
- Perform field and bench testing of water meters.
- Inspect and repair water service lines.
- Measure the amount of water lost due to leaks.
- Prepare reports of work completed.
- Turn water on/off and lock water service when directed.
- Locate, unblock, and dig out buried meters.
- Operate various types of hand tools to locate and repair customer water service.
- Operate a City vehicle and perform pre and/or post-trip vehicle inspections.
- Maintain regular and reliable attendance.
- Demonstrate superior seamless customer service, integrity, and commitment to innovation, efficiency, and fiscally responsible activity.
REQUIRED KNOWLEDGE, SKILLS AND ABILITIES:

Knowledge of:
- Methods, materials, and techniques used in repairing or replacing water meters, meter boxes, stops, connections, and related appurtenances.
- City geography and street locations.
- Meter reading methods and use of data collection devices.
- Water service and distribution systems.

Ability to:
- Care for and use tools and equipment used in repairing or replacing water meters, stops, and connections.
- Operate assigned vehicles.
- Move water meter lids and boxes (up to 50 pounds short distances).
- Work around insects, reptiles, and animals.
- Refer citizens to appropriate customer service personnel.
- Make simple mathematical calculations.
- Work cooperatively with other City employees and the public, often under stressful conditions.
- Work in a variety of weather conditions with exposure to the elements.
- Understand and follow oral and written instructions in English.
- Communicate orally with co-workers, customers, or the public in a face-to-face one-to-one or group setting.
- Enter information using a data entry device.
- Travel across rough, uneven, or rocky surfaces.
- Coordinate the movement of more than one limb simultaneously to climb, operate a vehicle, move a water meter, or make repairs.
- Locate job site locations and addresses in the City.
- Work safely without presenting a direct threat to self or others.
- Bend or stoop repeatedly or continually over time.
- Learn job-related material primarily through oral instruction and observation in an on-the-job training setting.
- Move debris, dirt, or other material from around meter boxes.
- Observe or monitor objects such as water meters to determine compliance with prescribed operating or safety standards.

Additional Requirements:
- All positions in this classification require the use of personal or City vehicles on City business. Individuals must be physically capable of operating the vehicles safely, possess a valid driver's license and have an acceptable driving record. Use of a personal vehicle for City business will be prohibited if the employee is not authorized to drive a City vehicle or if the employee does not have personal insurance coverage.

ACCEPTABLE EXPERIENCE AND TRAINING:

Acceptable completion of the Water Services Technician Trainee program or equivalent. Other combinations of experience and education that meet the minimum qualifications may be substituted.