DISTINGUISHING FEATURES OF THE CLASS:

The fundamental reason this classification exists is to investigate water customer complaints and to inspect conditions which result in the flooding of the public right-of-way and resolve such complaints and causes. Incumbents must employ considerable tact and diplomacy as well as apply good general knowledge of water system operations in order to maintain good customer relations. This classification is distinguished from the Water Services Technician by the additional knowledge of the water system and the ability to investigate and resolve difficult customer complaints.

SUPERVISION RECEIVED/GIVEN:

Supervision is received from a Water Customer Services Supervisor I or II, or other supervisor. Training and guidance may be provided by a more senior Water Services Specialist.

ESSENTIAL FUNCTIONS:

- Provide field customer service.
- Enforce water related ordinances and perform follow-up inspections to ensure code compliance.
- Investigate, evaluate, and resolve customer complaints, such as, high bills, water quantity, water pressure, water quality, noisy water lines, and other water service issues or concerns.
- Investigate and eliminate cross-connections and backflows.
- Investigate and resolve irrigation overflow and other discrepancies.
- Investigate, resolve, and prepare case summaries for irrigation violations, water theft, and related issues.
- Prepare reports of work completed.
- Install, operate, and interpret results of analyzers and recorders, such as, chlorine analyzers and pressure recorders.
- Perform water main breakdowns and test to determine if meters are functioning properly.
- Issue violation notices and work with Police and Courts in situations of non-compliance.
- Perform tap status and sewer appeal investigations.
- Advise water users of responsibility and rights regarding water service and irrigation.
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- 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.
- Turn water on/off and lock water service when directed.
- 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 and replacing water meters, meter boxes, stops, and connections.
- City geography and street locations.
- The workings of water, irrigation, and stormwater systems and outlets.
- Water, irrigation, stormwater, and plumbing laws, codes, and ordinances.
- Cross-connections and backflow prevention.

Ability to:
- Use and care for tools and equipment used to make water service repairs and perform diagnostic tests.
- Operate assigned vehicles.
- Learn and interpret City ordinances.
- Read and understand maps and blueprints.
- Observe or monitor objects, people, and data to determine compliance with prescribed operating or safety standards.
- Exercise independent judgment in unusual situations.
- Understand and follow oral and written instructions in English.
- Prepare reports and documents using clearly organized thoughts, punctuation, and grammar.
- Review or check the work of others to ensure compliance.
- Work cooperatively with other City employees and the public, often under stressful conditions.
- Make simple mathematical calculations.
- Work in a variety of weather conditions with exposure to the elements.
- Work safely without presenting a direct threat to self or others.
- 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.
- Bend or stoop repeatedly or continuously over time; coordinate the movement of more than one limb simultaneously to climb, operate a vehicle, move a water meter, make repairs and perform job functions.
- Learn job-related material primarily through oral instruction and observation in an on-the-job training setting.
- Move debris, dirt, and other material from around meter boxes.
- Refer citizens to appropriate customer service personnel.
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:

Two years of experience performing the duties of a City of Phoenix Water Services Technician.

Other combinations of experience and education that meet the minimum qualifications may be substituted.