



## **City of Phoenix WATER SERVICES SPECIALIST**

**JOB CODE 50220**

Effective Date: Rev. 07/05

### **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. Duties include resolving customer complaints such as excessive water consumption, quality of water, pressure, leaks, water wastage, and meter defects. Duties also include investigating water theft and causes of flooding, taking corrective action, and enforcing water related ordinances. 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 required and the ability to investigate and resolve difficult customer complaints. General supervision is received from a Water Customer Services Supervisor I or II. Training and guidance may be provided by a more senior Water Services Specialist.

### **ESSENTIAL FUNCTIONS:**

- Locates and reads meters;
- Records meter readings;
- Unblocks and digs out buried meters;
- Reports meter defects and conditions of meters;
- Checks on meter functions, meter consistency, and unusual meter conditions;
- Provides customer service;
- Checks water service for leaks;
- Repairs meter leaks;
- Removes meters;
- Inspects water meter connections for leaks;
- Installs meters on contractor taps and service lines;
- Repairs or replaces faulty water meters, meter boxes, lids, stops, connections, and resetters;
- Cleans registers and meter boxes;
- Operates and maintains a water service truck or right-hand drive Jeep;
- Conducts vehicle preventative maintenance inspection;
- Operates various types of hand tools to repair customer water service;
- Turns on water for new customers;
- Inspects water meter connections for leaks, opens spigots or faucets when water is turned on, and replaces washers on meter connections;



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- Prepares reports of work completed;
- Turns water off when directed, and reads water meters;
- Installs meters on contractor taps and service lines;
- Signs up new water customers;
- Measures the amount of water lost due to leaks;
- Investigates and evaluates customer complaints related to their water service, such as high bills, low or high pressure, bad taste or smell, dirty water, and noise in lines to determine the cause of such conditions;
- Turns water off, locks meters, pulls jumpers and pulls meters on delinquent accounts;
- Makes field collections on delinquent bills for water service, sewer service and sanitation service and determines if water service should be discontinued or extended;
- Locates and reads meters;
- Operates and interprets results of chlorine comparator, pipe tracer, 24-hour recorder, locator and utility analyzer;
- Checks meters to determine if they are working properly and makes repairs;
- Flushes hydrants and back flushes water services;
- Determines that cross connections have been made and reports them;
- Performs water main "breakdowns" and can tests to determine if meters are functioning properly;
- Prepares reports on status of work completed;
- Checks water service for leaks and repairs leaks found;
- Determines if water service should be extended or discontinued;
- Measures water loss due to leaks;
- Investigates irrigation overflow into streets;
- Examines irrigation systems and facilities for leaks and other discrepancies;
- Arranges for irrigation water to be kept out of an area pending repairs;
- Resolves irrigation out of bounds water problems;
- Determines responsibility for irrigation facilities and installations;
- Issues violation notices;
- Performs follow-up inspections to ensure compliance;
- Works with Police Department in situations of non-compliance;
- Prepares case summaries for irrigation violations and water theft;
- Advises water users of responsibility and rights regarding water service and irrigation;
- Prepares documents for billing;
- Performs semi-skilled and skilled maintenance on water service, including replacing meters;
- Performs water quality checks;
- Performs tap status investigations;
- Investigates various meter complaints;
- Performs pre-audit rechecks;



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- Takes appropriate action to prohibit water use on delinquent accounts;
- Investigates sewer appeals;
- Demonstrates continuous effort to improve operations, decrease turnaround times, streamline work processes, and work cooperatively and jointly to provide quality seamless customer service.

### **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.
- Water service and distribution system.
- Radio communications and codes.
- The workings of storm drains, various irrigation systems, and outlets.
- Water laws and codes pertaining to irrigation in the City.
- Storm drainage, irrigation systems and outlets.
- Cross-connections and back-flow prevention.
- Plumbing codes and ordinances.
- Customer type user codes.

#### Skill in:

- Use and care of tools and equipment used to make water service repairs and perform diagnostic tests.
- Operation of assigned vehicles.

#### Ability to:

- Learn and interpret City ordinances.
- Read and understand maps and blue prints.
- Observe or monitor objects, people, and data to determine compliance with prescribed operating or safety standards.
- Exercise independent judgment in unusual situations.
- Measure distances.
- Comprehend written material in English.
- Understand and follow oral and written communications in English.
- Prepare reports and documents using clearly organized thoughts, punctuation, and grammar.
- Enter information using a data entry device.
- Review or check the work of others to ensure compliance.
- Organize and prioritize calls on a daily basis.



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- Perform turn-on and turn-offs.
- Verify full service and type user codes.
- Work cooperatively with other City employees and the public, often under stressful conditions.
- Make simple arithmetic calculations.
- Work in a variety of weather conditions with exposure to the elements.
- Understand and follow oral and written instructions in the English language.
- 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.
- Observe or monitor objects to determine compliance with prescribed operating or safety standards.
- Travel across rough, uneven or rocky surfaces to check meters, service lines, etc., in unpaved easements.
- Coordinate the movement of more than one limb simultaneously to climb a ladder or operate a City vehicle.
- Bend or stoop repeatedly or continuously over time to check meters, service lines, etc.
- 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.

### **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 does not have personal insurance coverage.
- Some positions will require the performance of other essential and marginal functions depending upon work location, assignment, or shift.

### **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 requirements may be substituted.