



City of Phoenix

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:	October 2010

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 as the essential functions of the classification. 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 customer service field work for water customers. Duties include reading meters and the performance of basic and semi-skilled maintenance and preventative maintenance tasks. Probationary employees will primarily perform meter reading. Assignments are received from an area office supervisor. Field activities are performed independently and include responding to on-site inquiries from customers. Assignments will include working as a route person or as a rover backing assigned routes.

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:

- 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
- 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



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- Turns on water for new customers
- Inspects water meter connections for leaks and replaces washers on meter connections
- Prepares reports of work completed
- Turns water off when directed
- Signs up new water customers
- Measures the amount of water lost due to leaks
- Maintains regular and reliable attendance
- Demonstrates 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, and connections
- City geography and street locations
- Meter reading and use of hand-held data collection devices
- Water service and distribution system
- Radio communications and codes
- Customer type user codes

Skill in:

- Care and use of tools and equipment used in repairing or replacing water meters, stops, and connections
- Operation of assigned vehicles

Ability to:

- Bend or stoop repeatedly
- Learn City geography and street locations
- Perform meter reading under adverse traffic and climactic conditions
- 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
- Climb a ladder to get into and out of vaults
- Make simple mathematical calculations
- Verify full service and type user codes
- 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 the English language

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- Communicate orally with co-workers, customers, or the public in a face-to-face one-to-one setting
- Travel across rough, uneven, or rocky surfaces to service water meters that are located in unpaved easements
- 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 to repair or replace water meters, meter boxes, lids, stops, connections, and resetters
- 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.