



Water Service Representative Lead

Summary

Schedule, assign, lead, review, and participate in the work of a crew performing field and office duties in support of City water utility revenue and customer service activities, including the resolution of customer questions and complaints and meter reading and repair.

Class Characteristics

A higher-level supervisor or manager provides supervision; responsibilities may include the direct and indirect supervision of support staff.

This class is distinguished from the Water Service Representative by the on-going lead duties assigned to incumbents within the classification. This class is distinguished from the next higher level of Utility Services Crew Supervisor in that the latter class has full supervisory responsibilities over several crews and functions.

Essential Duties, Skills, and Demands of the Position

The duties, skills, and demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with a disability to perform the essential duties, skills, and demands.

Duties:

Schedule, assign, lead, review, and participate in the work of a crew responsible for residential, commercial, and industrial water service meters.

Train assigned staff in work methods; monitor their work; review work to ensure it is performed properly and efficiently, and that all safety regulations are being followed.

Inspect work in progress and upon completion to ensure satisfactory completion.

Review drawings and blueprints to determine materials and labor required; schedule job assignments in the most efficient and cost-effective manner.

Resolve customer inquiries and complaints regarding high and low bills, leaks, water pressure, etc.

Contact customers regarding delinquent accounts or returned checks and arrange for collection.

Make readings for final bills and turns water on or off; accepts information in the field to update or establish accounts; may lock off service or remove meters for delinquent payment.

Read residential, commercial, and industrial water service meters, on foot or from a vehicle, following an established route; records readings by using a hand-held computer or by posting readings into a meter book; rereads meters when consumption appears to be unusually high or low; notes the need for meter service or maintenance.

Recommend and implement improved work methods and procedures.

Direct the maintenance of meters in the field, including the installation, replacement, and repair of meters; investigates and resolves water distribution system repair matters.

Maintain records and prepare reports of work performed.

Drive a variety of motor vehicles in the performance of the work.

Use appropriate hand and power tools to accomplish assigned work.

Assist with skilled utility maintenance work, as conditions require.

Perform related duties as assigned.

Skills/Abilities:

Lead, direct, and review the work of assigned maintenance staff.

Interpret, apply, and explain a variety of policies and procedures.

Analyze customer complaints and determining appropriate solutions.

Direct the installation and maintenance of water meters.

Understand and follow oral and written directions.

Make accurate arithmetic calculations and maintaining accurate records.

Operate a variety of motor vehicles.

Read and interpret maps and drawings.

Communicate clearly and concisely, both orally and in writing.

Establish and maintain effective working relationships with those contacted in the course of the work.

Physical Demands and Work Environment:

While performing the duties of this job, the employee is regularly required to use hands to finger, handle, or feel; reach with hands and arms; and talk or hear. The employee frequently is required to stand, walk, and sit. The employee is occasionally required to climb or balance; stoop, kneel, crouch, crawl; and smell. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus. The employee must be able to perform heavy physical labor, including having sufficient strength to lift and carry tools and materials weighing up to 90 pounds. While performing the duties of this job the employee is occasionally exposed to outside weather conditions, wet and/or humid conditions, moving mechanical parts, fumes or airborne particles, toxic or caustic chemicals, and vibration. The noise level in the work environment may be moderate to loud depending on working conditions.

Qualifications

Knowledge of:

Methods and techniques for resolving customer inquiries and complaints, often in situations where relations may be strained.

Basic principles and procedures related to water system operations and procedures.

Methods and techniques of determining material and manpower for assigned maintenance projects.

Principles of leadership and related training.

Use and care of basic hand tools.

Recordkeeping principles and practices.

Water distribution facilities and equipment.

Safe work practices and procedures.

Education and Experience

Any combination equivalent to the education and experience likely to provide the required knowledge and abilities would be qualifying. A typical way to gain such knowledge and abilities would be:

Education:

Equivalent to graduation from high school.

Experience:

Three years of experience in explaining rules and regulations to the public and resolving inquiries and complaints, or the installation, maintenance, or repair of water distribution or similar underground systems.

Certifications/Licenses:

Must obtain a California Department of Health Services Grade II Water Distribution Certificate prior to advancing to Step 3 of pay range.

Possession of a valid California Class C driver's license.

Established: 11/07/05

Resolution #: 2004-184 N.C.S.; 2021-109 N.C.S.

Revised: 06/30/06; 06/21/21

Department: Public Works and Utilities

FLSA Status: Non-exempt