



Water Service Technician

Summary

Perform various technical duties, including inspecting, testing, and replacing large meters, ordering meters, identifying and troubleshooting meters/registers, setting hydrant meters, and tracking reads; perform a variety of field and office duties in support of City water utility revenue and customer service activities, including customer complaints, meter reading, and repair services; explain the City's policies and procedures with respect to meter related services to the City's customers.

Class Characteristics

General supervision is provided by a higher-level supervisor or manager; responsibilities may include the indirect supervision of support staff.

This class is distinguished from other water service classes in that the emphasis is on inspecting, testing, and replacing meters, meter reading, and customer service rather than the installation and repair of water distribution systems.

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:

Perform a full range of meter maintenance and exchange duties; inspect, test, and repair or replace large meters in the field and in the shop; order meters, identify and troubleshoot meters/registers, set hydrant meters, and track reads.

Track usage of large meters and prepare reports as necessary.

Read residential, commercial, and industrial water service meters, on foot or from a vehicle, following an established route; record readings, reread meters when consumption appears to be unusually high or low, and note the need for meter service, maintenance, or repair.

Receive and investigate customer inquiries and complaints regarding high and low bills, leaks, water pressure, etc.; make appointments and meet customers; resolve complaints by locating leaks and explaining the City's operating policies and procedures.

Contact customers regarding delinquent accounts or returned checks and arrange for collection; explain the City's policies and procedures with respect to bill payment.

Make readings for final bills; turn water on or off; accept information; may lock off service or remove meters for delinquent payment.

Lay out meter routes in new service areas.

Clean and maintain meters in the field; install meters and repair minor leaks; investigate, initiate action, or resolve water distribution system minor repair matters.

Prepare and maintain records and 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 in a safe manner.

As required, assist with utility operations and maintenance and repair work.

Utilizes a computer to input and gather information related to consumption, leaks, and stopped accounts; completes necessary forms and reports; maintains necessary supplies, tools and equipment in City vehicle.

Perform related duties as assigned.

Skills/Abilities:

Perform large meter repairs and diagnoses; repair and adjust various types of water meters.

Accurately assess water meter problems and perform repairs.

Perform a variety of duties in support of meter and customer services within a municipal water agency.

Interpret, apply, and explain a variety of policies and procedures related to water billing and meter services.

Analyze customer complaints and determine appropriate solutions.

Utilize a variety of tools and equipment in the installation and maintenance of water meters.

Learn the geographic area serviced by the City's water utility system.

Understand and follow oral and written directions.

Make accurate arithmetic calculations.

Maintain accurate records.

Operate a variety of motor vehicles.

Read and interpret maps and drawings to determine route options.

Operate office equipment including computers, and supporting word processing, spreadsheet, and database applications.

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 sit, stand, walk, use hands to finger, handle, or feel, and talk or hear. The employee frequently is required to reach with hands and arms; climb or balance; stoop, kneel, crouch, or crawl; and taste or smell. The employee must frequently lift and/or move weight up to 70 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus. While performing the duties of this job, the employee is

frequently exposed to outside weather conditions. The employee is occasionally exposed to fumes or airborne particles. The employee occasionally works with use of vehicle. The noise level in the work environment is usually moderate.

Qualifications

Knowledge of:

Operations and services of a water distribution agency.

Principles and practices of quality customer service.

Practices, methods, techniques, equipment, and materials used in reading, maintaining, operating, installing, and repairing water meters.

Methods and techniques of troubleshooting and testing meters.

Methods and techniques of identifying and resolving customer issues such as excess water usage and related problems.

Methods and techniques of performing repairs to the water distribution system as it relates to meter services.

Operational characteristics of GPS equipment.

Principles and practices of preparing and maintaining service records and reports.

Basic mathematical principles.

Office procedures, methods, and equipment including computers and applicable software applications such as word processing, spreadsheets, and databases.

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 explaining rules and regulations to the public and resolving inquiries and complaints related to the installation, maintenance, or repair of water distribution or similar underground systems. Experience in a water utility setting is desirable.

Certifications/Licenses:

Possession of a California Department of Health Services Grade I Water Distribution Certificate.

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

Established: 6/21/2021

Resolution #: 2021-109 N.C.S.

Department: Public Works and Utilities

FLSA Status: Non-exempt