

WATER SERVICES WORKER

Definition:

Under general supervision, performs a variety of manual and general duties involved in the servicing of water meter accounts to include meter reading, water turn-ons and turn-offs; investigates inquiries, responds to customer concerns, collects delinquent bills and performs related work as required.

Essential Duties and Responsibilities:

The essential duties and responsibilities of the class include the following:

Operates a digitized handheld device to read water meters and record related data.

Reports damaged meters, leaks, unusually high or low readings and other data via digitized coding or radio.

Turns water on and off as directed.

Performs minor meter maintenance to include removing dirt, foliage and other material blocking access to meter(s).

Uses a variety of hand tools and tools relating to the duties assigned.

Cleans and maintains tools and equipment used.

Makes service calls to investigate customer concerns.

Investigates delinquent accounts and performs follow-up work necessary for the collection of delinquent bills.

Lifts and/or moves heavy objects safely, to include water meter lids.

Operates a field radio.

Drives a right-hand or left-hand drive vehicle on City business.

Operates folding and mail inserting machines in support of the City's water utility billing system as assigned.

May collect money on-site in payment of a delinquent water bill.

Other Duties and Responsibilities:

Performs other projects/tasks as assigned.

Class Characteristics:

The Water Services Worker is a multi-incumbent class within the Utility Services Division of the Administrative Services Department with manual and general duties related to the servicing of water meters and water meter accounts. Incumbents are expected to work productively in the field on an individual basis and perform their duties with a limited amount of direction/supervision.

Contacts and Relationships:

A Water Services Worker has substantial contact with the public during the course of certain work assignments and establishes and maintains contact with other Administrative Services staff.

Qualification Guidelines:

The knowledge and abilities which are required to perform the duties and responsibilities of this class are as follows:

Knowledge of:

Safety precautions and practices necessary when working with hand tools applicable to the area assigned.

Customer service techniques.

Basic math.

Standard hand and power tools.

Ability to:

Operate job related tools and lift or move water meter lids safely.

Understand and carry out oral and written directions independently.

Communicate effectively orally.

Read and write at the level required for successful job performance.

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

Exercise independent judgment.

Record and transfer data from one form to another.

Make simple arithmetical calculations.

Learn to operate a hand held meter reading device, a right-hand drive vehicle and the City's folding and mail inserting machines.

A typical way to obtain the knowledge and abilities is as follows:

Education: Graduation from high school.

AND

Experience: One year of public contact/customer service work.

Physical Tasks and Working Conditions Include the Following:

Work is performed mainly outdoors reading water meters. An incumbent has full exposure to the elements, drives a vehicle on City business and may crouch, sit, stand and walk significant distances on a regular basis. Some walking will occur on sloping, slippery and/or uneven surfaces. An incumbent bends, kneels, reaches and twists and on a regular basis grasps, pulls/pushes, moves, drags or lifts water meter covers which may weigh 75 pounds or less. When in the field, an incumbent may be exposed to vegetation, dust, soil and vehicular traffic. When working in an office with the City's folding and mail inserting machines, the incumbent will be exposed to extreme noise. An incumbent must be able to meet the physical requirements of the class and have mobility, vision, hearing and dexterity levels appropriate to the duties to be performed.

Special Requirements:

Valid and appropriate California driver's license and acceptable driving record at time of appointment and throughout employment in this position.

Must be able to work a flexible schedule to accommodate City needs to include overtime.

Fair Labor Standards Act Designation: Non-exempt.

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