

WATER UTILITY SERVICES LEAD WORKER

Definition:

Under general supervision, performs a variety of both skilled and general duties involved in the servicing of water meter accounts to include meter reading, water turn-ons and turn-offs and delinquent accounts/revenue collection duties; conducts field inspections; investigates concerns; leads a crew involved in reading and maintaining water meter and related accounts and performs related work as required.

Essential Duties and Responsibilities:

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

Directs, participates in and leads staff as assigned in the servicing of water meter accounts.

Prepares work schedules and assigns tasks to appropriate staff.

Trains and schedules assigned employees and reviews time cards.

Prepares and maintains a variety of reports and other material to include daily production reports and monthly production charts.

Observes and enforces safety precautions.

Responds to customer concerns and recommends solutions and alternatives.

Conducts field inspections of work in progress and upon completion.

Assists in the selection, supervision and evaluation of assigned staff.

Assists in the development, evaluation and modification of work standards, methods and procedures.

Investigates significant variations in water consumption rates.

Performs meter reading, water turn-ons/turn offs and delinquent account tasks as needed to include field collections on delinquent accounts and returned checks.

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

Operates a variety of hand tools.

Drives a vehicle on City business.

Assigns account numbers for new water meter installations and housing tracts.

Operates a personal computer.

Acts in the absence of the Utility Systems Specialist.

Other Duties and Responsibilities:

Performs other projects/tasks as assigned.

Lifts and moves water meter lids.

May issue citations to non-franchised haulers for violations of the City's refuse franchise agreement

Class Characteristics:

The Water Utility Services Lead Worker is a single-incumbent class within the Utility Services Division of the Administrative Services Department with duties related to the servicing of water meters, water meter accounts and the utility billing system. The incumbent performs a variety of general, skilled and specialized tasks and directs Water Service Workers. The Water Utility Services Lead Worker exercises a substantial degree of responsibility and independent judgment, performs duties assigned with a minimum of direction/supervision and is expected to solve work related problems independently.

Contacts and Relationships:

The Water Utility Services Lead Worker has substantial contact with the public during the course of certain work assignments and establishes and maintains contact with other Administrative Services staff and staff of other City Departments.

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.

Methods used in the area to which assigned and related equipment.

Basic principles of supervision and training.

Customer service techniques.

Basic math.

AND

Ability to:

Operate job related tools and lift water meter lids safely.

Train and direct individuals performing water meter reading and water meter account services.

Demonstrate safe work procedures and equipment operation.

Understand and carry out oral and written directions independently.

Use a computer and applicable software.

Communicate effectively orally and in writing.

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.

Write reports and record and transfer data from one form to another.

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

Graduation from high school.

AND

Experience:

Three years of responsible experience involving water service to include one year of public contact/customer service.

Physical Tasks and Working Conditions Include the Following:

Work is performed in an office environment and outdoors. When work is performed outdoors, there is full exposure to the elements. The incumbent drives a vehicle on City business and may work under damp conditions, crouch, sit, stand and walk on sloping, slippery and/or uneven surfaces, bend, kneel, pull, reach and twist. The incumbent may occasionally grasp and lift or move water meter covers which may weigh 75 pounds or less. When work is performed in an office, the incumbent may sit for prolonged periods of time using a computer keyboard and screen. When in the field, the incumbent may be exposed to vegetation, dust and soil. The 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 and emergency call back.

Fair Labor Standards Act Designation: Non-exempt.

Established August 2001 from the class of Water Services Supervisor.