



CITY OF CAMARILLO

Lead Water Services Technician

Job Code: 854

FLSA: Non-Exempt

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job.*

SUMMARY DESCRIPTION

Leads, oversees, and participates in the more complex and difficult work of staff responsible for performing a variety of field service duties related to the water system; reads meters on an assigned route and records information in hand-held computer; oversees and participates in inspecting, testing, repairing, and replacing water meters; performs duties related to routine service orders; performs the more complex customer service duties to ensure quality customer service to City consumers; and maintains a variety of forms and reports.

REPRESENTATIVE DUTIES

The following duties are typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.

1. Leads, plans, trains, and reviews the work of staff responsible for a variety of field service duties including meter reading, inspection, maintenance and customer service oriented work related to the water system; participates in performing the most complex work of the unit including coordinating and planning work schedules and job assignments; generates, categorizes, and distributes work orders.
2. Trains assigned employees in their areas of work including meter reading, inspection, maintenance and customer service methods, procedures, and techniques.
3. Oversees the use, care, and operation of assigned equipment and tools.
4. Verifies the work of assigned employees for accuracy, proper work methods, techniques, and compliance with applicable standards and specifications; ensures adherence to safe work practices and procedures.
5. Reads meters on an assigned route; records meter readings in hand-held computer; reads radio-read meters using appropriate hardware and antenna receivers as necessary; makes notes for follow-up as necessary.
6. Oversees and participates in performing customer service duties in the field as necessary including service turn-ons and turn-offs; delivers shut off notices as necessary; responds to questions, complaints, and requests for assistance from customers; provides information on water conservation; re-reads meters in response to complaints as necessary.
7. Oversees and participates in inspecting, testing, and repairing or replacing damaged or defective meters in the field and in the shop; repairs, replaces, and/or rebuilds meter boxes, water lines, and shut-off valves; cleans dirt and weeds from meter boxes and trims plants obstructing meter boxes.

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8. Oversees and participates in inspecting and repairing leaks in customer lines as necessary.
9. Oversees and participates in installing radio-read equipment including registers and antennas.
10. Operates City vehicles; cleans, inspects, and fuels vehicles and performs minor maintenance.
11. Reviews meter consumption history and other related factors to assure accurate revenue income.
12. Inspects new meter service installations to ensure compliance with City rules and regulations; oversees and participates in the installation of all new residential, commercial, industrial and landscape meters.
13. Maintains inventory of equipment and supplies used in meter services; orders meters, parts, vaults, and related hardware as necessary.
14. Answers emergency calls from the public and other agencies; takes appropriate public safety measures and initiates corrective action.
15. Participates in the development of the section budget; monitors expenditures; recommends the purchase of equipment, materials and supplies.
16. Maintains records of basic operations, maintenance, and work performed; prepares reports to meet state and federal regulatory requirements and for the department.
17. Performs related duties as required.

QUALIFICATIONS

The following generally describes the knowledge and ability required to enter the job and/or be learned within a short period of time in order to successfully perform the assigned duties.

Knowledge of:

- Operations, services, and activities of a meter reading program.
- Principles of lead supervision and training.
- Advanced practices, methods, techniques, and materials used in reading, maintaining, troubleshooting, operating, and repairing water meters.
- Advanced methods and techniques of troubleshooting and testing meters.
- Operational characteristics of meter reading devices and related tools and equipment.
- Uses and purposes of general construction tools and equipment.
- Geography of assigned route and location of meters.
- Water meter reading and usage recording techniques and procedures.
- Plumbing practices and techniques.
- Advanced principles and practices of customer service.
- Mathematical principles.
- Basic computers and applicable software applications.
- Principles and practices of record keeping.
- Basic principles of budget preparation and monitoring.
- Occupational hazards and standard safety procedures.
- Pertinent federal, state, and local laws, codes, and regulations.

Ability to:

- Lead, organize, and review the work of staff.
- Independently perform the most difficult water services duties.

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Interpret, explain, and enforce department policies and procedures.
Accurately assess water meter problems and perform repairs.
Upload and download information into hand held devices.
Repair and adjust various types of water meters.
Read and interpret blueprints, maps and plans.
Perform a variety of maintenance and repair work.
Complete and maintain accurate records and reports.
Perform arithmetic computation quickly and accurately.
Deal tactfully and courteously with the public, often in difficult or strained circumstances.
Maintain good customer relations with consumers.
Safely and effectively operate the tools and equipment used in water meter installation and maintenance.
Operate office equipment including computers and supporting software applications.
Adapt to changing technologies and learn functionality of new equipment and systems.
Identify and report meter discrepancies or malfunctions.
Participate in the preparation and monitoring of assigned budget.
Work independently in the absence of supervision.
Understand and carry out oral and written instructions.
Communicate clearly and concisely, both orally and in writing.
Establish and maintain effective professional working relationships with those contacted in the course of work.

Education and Experience Guidelines - *Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:*

Education/Training:

Equivalent to the completion of the twelfth grade.

Experience:

Four years of increasingly responsible experience in reading or servicing water meters and performing general maintenance and construction including two years of experience comparable to a Water Services Technician with the City of Camarillo.

License or Certificate:

Possession of a valid California driver's license at a level appropriate to the equipment operated.
Possession of a D1 Water Distribution Operator Certificate issued by the California Department of Health Services.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT

The conditions herein 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 disabilities to perform the essential job functions.

Environment: Office and field environment; travel from site to site; exposure to noise and all types of weather and temperature conditions; exposure to hazardous traffic conditions; work in or around water; work and/or walk on various types of surfaces including slippery or uneven surfaces and rough terrain.

Physical: Primary functions require sufficient physical ability and mobility to work in an office and field environment; walk for prolonged periods of time; frequently stoop, bend, kneel, crouch, and reach; push, pull, lift, and/or carry moderate to heavy amounts of weights; operate assigned equipment and vehicles; ability to verbally communicate to exchange information.

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