



## CITY OF CAMARILLO

<b>Water Services Technician I</b> <b>Water Services Technician II</b>	<b>Job Code: 855/864</b> <b>FLSA: Non-Exempt</b>
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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**

Performs a variety of water utility customer service duties including reading water meters on an assigned route and recording information in hand-held computer; inspects, test, repairs, and replaces water meters; performs duties related to routine service orders; interacts and provides information to the Finance Department related to work assignments; performs routine customer service duties to ensure quality customer service to City consumers, and completes and maintains necessary forms and reports.

### **DISTINGUISHING CHARACTERISTICS**

**Water Services Technician I** – This is the entry level class in the Water Services Technician series. Positions at this level are not expected to function with the same amount of program knowledge or skill level as positions allocated to the Water Services Technician II level and exercise less independent discretion and judgment in matters related to work procedures and methods. Work is usually supervised while in progress and fits an established structure or pattern. Exceptions or changes in procedures are explained in detail as they arise. As experience is acquired, the employee performs with increasing independence and responsibility and is expected to be performing at the “II” or journey level within the prescribed time frame. Advancement to the “II” level is based on demonstrated proficiency in performing the full range of assigned duties and is at the discretion of higher level supervisory or management staff.

**Water Services Technician II** – This is the full journey level class in the Water Services Technician series. Employees within this class are distinguished from the Water Services Technician I by the performance of the full range of duties as assigned including the performance of the more complex water services duties, greater independence with which the incumbent is expected to work, the increased exercise of judgment and initiative expected in the performance of duties, and providing training to less experienced Water Services Technicians. Employees at this level receive only occasional instruction or assistance as new or unusual situations arise, and are fully aware of the operating procedures and policies of the work unit. Positions in this class series are flexibly staffed and are generally filled by advancement from the “I” level, or when filled from the outside, require prior experience. Advancement to the “II” level is based on management judgment and/or testing that validates the performance of the full range of job duties.

### **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. 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.
2. Performs customer service duties in the field as necessary including service turn-ons and turn-offs;

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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.

3. Inspects, tests, and repairs or replaces damaged or defective meters in the field and in the shop; repairs and/or replaces, meter boxes, water lines, and shut-off valves; cleans dirt and weeds from meter boxes and trims plants obstructing meter boxes.
4. Inspects and repairs leaks in customer lines on the City's side of the water meter as necessary.
5. Installs radio-read equipment including registers and antennas.
6. Operates City vehicles; cleans, inspects, and fuels vehicles and performs minor maintenance.
7. 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.
8. Observes safe work methods and safety precautions.
9. 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.

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

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.

Basic plumbing practices and techniques.

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

Methods and techniques of troubleshooting and testing meters.

Operational characteristics of meter reading devices and related tools and equipment.

Geography of assigned route and location of meters.

Basic office procedures, methods, and equipment including computers and applicable software applications.

Principles and practices of customer service.

Basic mathematical principles.

Principles and practices of record keeping.

Occupational hazards and standard safety procedures.

**Ability to:**

Read and accurately record water meter readings on an assigned route.

Accurately assess water meter problems and perform repairs.

Upload and download information into hand held devices.

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Repair and adjust various types of water meters.  
Read and interpret 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.  
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:

**Water Services Technician I**

**Education/Training:**

Equivalent to the completion of the twelfth grade.

**Experience:**

One year of experience in reading or servicing water meters and performing general maintenance and construction

**License or Certificate:**

Possession of an appropriate, valid driver's license.

**Water Services Technician II**

**Education/Training:**

Equivalent to the completion of the twelfth grade.

**Experience:**

Two years of experience in reading or servicing water meters and performing general maintenance and construction comparable to a Water Services Technician I with the City of Camarillo.

**License or Certificate:**

Possession of a valid California driver's license at a level appropriate to the equipment operated.

**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:** Outdoor field environment; travel from site to site; exposure to noise and all types of

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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 a 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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*Johnson & Associates*