

CLASS TITLE: UTILITY SERVICE LEADER II

PURPOSE OF THE CLASSIFICATION: Under general supervision acts as a working leadperson in the maintenance, installation, diagnosis, repair, programming and testing of various sized water meters and computerized metering systems, providing technical expertise and training to utility service crews and other related assigned duties.

ESSENTIAL TASKS:

- Performs most difficult technical field repairs and highly skilled technical tests, repairs and calibrations on various brands of water meters in-shop
- Installs, repairs and diagnoses problems with electronic Automated Meter Reading (AMR) systems
- Directs crew in the repair and/or replacement of water line breaks/leaks
- Maintains computerized records and physical inventory of large meter repair parts
- Communicates with meter manufacturers and generates requisitions for the purchase of large meters and parts
- Researches water meter development and technology
- Provides input for large meter bid specifications
- Leads the work of utility service crews and provides technical training to ensure proper procedures and safety measures followed
- Supervises/conducts all witnessed small meter bench tests, managing critical customers' service and issues, assuming primary responsibility for field investigations precipitated by billing irregularities
- Provides meter testing, repair, training and technical expertise to large meter crews to ensure compliance with safety policy and accuracy of meter tests
- Operates and maintains various machine tools, equipment and testing instruments
- Maintains computerized database on meter test and repair histories
- Cleans and disinfects meter bodies and parts
- Participates in and tests confined spaces, issues entry permits prior to entry and ensures worker safety
- Completes work orders and maintains related records
- Acts as Field Supervisor as needed
- Must report to work on a regular and timely basis

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential tasks.

QUALIFICATIONS:

Training and Experience: Graduation from high school or possession of a General Educational Development Certificate (GED), and five (5) years of experience in the maintenance and repair of small mechanisms, including three (3) years experience in the repair of large water meters, preferably supplemented by completion of twenty (20) accredited college hours; (6 hours of coursework may be substituted for one (1) year of technical training in electronics or mechanics on a one time basis only), including one (1) year as an Utility Service Leader I; or an equivalent combination of training and experience per Personnel Policies and Procedures, Section 128. Refer to the Utility Service Progression Criterion Document for additional requirements.

Knowledge, Abilities, and Skills: Comprehensive knowledge of the methods and materials used in the repair, diagnosis and testing of varied semiskilled and skilled repair work; working knowledge of computer software programs; and comprehensive knowledge of the hazards and safety precautions of the work. Ability to diagnose and correct mechanical/electronic defects in variety of parts, machine tools, devices and equipment; ability to plan, assign, train and lead workers engaged in utility services work; ability to perform mathematical calculations; ability to read and use a water atlas, valve down mainlines and locate valves and meters; ability to use word processing, spreadsheet and database software applications; and the ability to understand and influence the behavior of others within the organization, customers or the public in order to achieve job objectives and cause action or understanding. Skill in the use and care of hand tools and small power equipment and the use of a laptop computer and appropriate software applications.

Physical Requirements: Physical requirements include frequent walking and standing; frequent lifts/carries up to 36 pounds with occasional lifts/carries up to 140 pounds; constantly lifts/carries up to 10 pounds; frequent pushing and pulling up to 60 pounds; frequent reaching, balancing, kneeling, bending, handling, and twisting; occasional crawling, feeling, climbing, and smelling; and vision, speech, and hearing sufficient to perform essential tasks.

Licenses and Certificates: Possession of a valid Oklahoma Class "A" Commercial Driver's License (CDL) with an "N" endorsement; a Class "D" Water License from the Oklahoma Department of Environmental Quality (ODEQ); and possession of Confined Space Entry, Trenching and Shoring Certification.

WORKING ENVIRONMENT: Working environment is primarily indoors and occasionally outdoors, and in inclement weather. May be exposed to the following: hazardous materials, flammable liquids, traffic, cramped work areas, excessive dust, weather/temperature extremes, underground gas/electric/petroleum lines, rough terrains, cutting/chipping/grinding, hazardous/toxic atmospheres, damp/wet surfaces, snow/ice covered surfaces, animal bites, snake bites, insect bites, poisonous plants, overhead power lines, toxic fumes/vapors/odors, confined spaces, and high noises.

Class Code: 7508

EEO Code: N-07

Pay Grade: LT-18

Group: Labor and Trades

Series: Equipment and Plant Management

Effective date: June 8, 2010