

CLASS TITLE: WATER SERVICE REPRESENTATIVE II

PURPOSE OF THE CLASSIFICATION: Under general supervision is responsible for field inspection of water services, reading water meters on customer premises, and recording readings, and other related assigned duties.

ESSENTIAL TASKS:

- Investigates illegal water connections
- Connects and disconnects water services
- Removes meters for various reasons
- Investigates customer complaints as to consumption of water
- Investigates meter readings indicating abnormally high, low, negative or missed consumption to determine correctness of reading and condition of water meter
- Pumps/digs/cleans out meter pits that are flooded, or full of dirt or mud
- Investigates condition of water meters that are difficult to find because of being buried, covered, flooded or under parked vehicles
- Performs minor maintenance on water service connections in the field
- Maintains equipment and tools
- Reports chargeable meter reading errors made by other meter reading personnel
- Collects fees/payments on delinquent accounts
- Assists with meter reading as required
- Assists in related office paperwork as required
- 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 one (1) year of progressively responsible experience in field water meter reading work; or an equivalent combination of training and experience per Personnel Policies and Procedures, Section 128.

Knowledge, Abilities, and Skills: Good knowledge of the geography and street locations of the City; good knowledge of laws, ordinances, regulations and policies governing City Utilities; and good knowledge of water meter locations and routes. 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; ability to identify water meter defects and initiate appropriate corrective actions; ability to identify errors in mathematical computations and other data; ability to prepare and maintain basic records and reports; and the ability to plan work and carry through to completion without close supervision.

Physical Requirements: Physical requirements include frequent walking and occasional standing; frequent lifting up to 10 pounds and occasional lifting up to 20 pounds; occasional carrying up to 20 pounds; occasional pushing and pulling up to 50 pounds; frequent balancing, bending, kneeling, handling, and twisting; occasional reaching, crawling, feeling, climbing, and smelling, and vision, speech and hearing sufficient to perform essential tasks.

Licenses and Certificates: Possession of a valid Oklahoma Class "D" Operator's License; and a Department of Environmental Quality (DEQ) Class "D" Water Operator's License within one (1) year of hire date.

Working Environment: Working environment is primarily outdoors, and in inclement weather and occasionally indoors. May be exposed to the following: hazardous materials, animal waste/dead animals, flammable liquids, traffic, cramped work areas, weather/temperature extremes, rough terrains, damp/wet

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surfaces, snow/ice covered surfaces, animal bites, insect bites, poisonous plants, oily surfaces, refuse/garbage/litter, and may be subject to irate customers.

Class Code: 8505

EEO Code: N-07

Pay Grade: LT-15

Group: Clerical and Administrative Group

Series: Utility Field Services

Effective date: September 17, 2014