



TOWN OF DISCOVERY BAY

A COMMUNITY SERVICES DISTRICT

WATER SERVICES TECHNICIAN

Class Description

DEPARTMENT/DIVISION: Water/Wastewater

DEFINITION

Under general supervision, performs fieldwork in installing, reading water meters and recording amounts consumed for billing purposes; performs a variety of routine work in the setting, repair and maintenance of the District's water meter boxes and related equipment; makes field service calls to customers to perform a variety of service tasks; turns water service on and off per customer request or District policy; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives direct or general supervision by the Water and Wastewater Manager or higher-level supervisor. No direct supervision of staff is exercised.

CLASS CHARACTERISTICS

This is a journey-level classification in the Customer Services Field Worker class series. Incumbents are responsible for turning water services on or off, setting maintaining, repairing, and reading meters, and inspecting consumer property for leaks and other billing related issues.

EXAMPLES OF ESSENTIAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Performs customer service duties by performing turn-ons and shut-offs and checking for leaks or dead meters; reports water use violations; assists customers in resolving water volume and pressure problems; may attend to the most complex and controversial field customer service questions and issues.
- Utilizes a hand-held meter reading computer to read and record readings of water meters in accordance with an assigned schedule and route including taking transfer and final readings; notes any unusual computer messages and takes appropriate actions to remedy the issue.
- Plans, schedules, and prioritizes maintenance and repair work, communicates status of repairs to appropriate personnel, working cooperatively to schedule repairs in accordance with established and special operational priorities.
- Inspects District water meters and surrounding systems and equipment for maintenance needs and recommends appropriate actions; assists in developing work plans, procedures, and schedules.
- Inspects and evaluates work in progress and upon completion to assure that repairs, maintenance, and data collected conform to District standards and specifications.
- Performs a variety of routine to complex work to inspect, maintain, and replace curb-stop valves, meters, and related appurtenances.
- Observes and reports meter or service defects, unusual water flow, unauthorized fire hydrant use, submits work orders for the repair of service leaks.
- Observes condition of meter or other unusual conditions relative to need for repair; maintains meters, boxes, lids, and landscape around meter boxes; installs water meters and customer valves.
- Observes safe work methods and makes appropriate use of related safety equipment as required; may participate and assist in coordinating safety training.
- Provides customers with specialized information about their water service (e.g., when consumption is unusually high, when an obstruction prevents reading of meter, and/or when service shut-offs may be required for maintenance purposes).
- Reads and interprets maps and diagrams in the performance of the work.
- May assist other maintenance crews in emergency or relief situations.

- Contributes to a positive work environment by participating in solutions to problems as they occur.
- Attendance and punctuality that is observant of scheduled hours on a regular basis.
- Performs other duties as assigned.
- Reads water meters on assigned routes according to predetermined schedules using an electronic, hand held meter reading device.
- May operate water system valves and hydrants as required.
- Operate specialized leak detection equipment to assist in locating underground water leaks.

QUALIFICATIONS

Knowledge of:

- Meter reading devices and sizes and types of water meters.
- Methods and procedures for setting, testing, maintaining, and replacing water meters.
- Utility billing procedures.
- The operation and minor maintenance of a variety of hand and power tools, vehicles, and power specialized equipment.
- Safety equipment and practices related to the work, including the handling of hazardous chemicals.
- Applicable Federal, State, and local laws, ordinances, regulations, and guidelines relevant to assigned duties.
- Principles and practices used in dealing with the public.
- English usage, spelling, vocabulary, grammar, and punctuation.
- General principles of risk management related to the functions of the assigned area.
- Basic arithmetic.
- Basic computer software related to work, including computer devices for meter reading purposes.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors and District staff, in person and over the telephone.
- Modern office practices, methods and computer equipment; related software application methods and procedures related to work.
- Safe driving principles and practices.
- Safe work practices.

Skill in:

- Oversee and participate in maintenance and related projects in the assigned functional area(s).
- Maintaining, reading, and replacing a variety of styles of water meters.
- Posting data accurately on forms and prepare simple records.
- Troubleshooting maintenance problems and determine materials and supplies required for repair.
- Reading and interpreting construction drawings, blueprints, maps, and specifications.
- Safely and effectively using and operating hand tools, mechanical equipment, power tools, and equipment required for the work.
- Performing routine equipment maintenance.
- Following District and department policies and procedures related to assigned duties.
- Preparing and maintaining accurate logs, records, and basic written reports of work performed.
- Understanding and following, oral and written instructions.
- Making basic accurate arithmetic calculations.
- Exercising good judgment, flexibility, creativity, and sensitivity in response to changing situations and needs. Organizing own work, set priorities, and meet critical time deadlines.
- Working independently in the absence of supervisor.
- Using English effectively to communicate in person, over the telephone, and in writing.
- Establishing and maintaining effective working relationships with employees and those contracted in the course of the work. Providing exceptional customer service to other District staff and the public.
- Operating modern office equipment including computer equipment and software programs.
- Accessing, retrieving, entering, and updating information using the latest District owned equipment.
- Using tact, initiative, prudence and independent judgment within general policy, procedural and legal guidelines.
- Training other staff and volunteers in work procedures.
- Operating a motor vehicle safely.

EDUCATION AND EXPERIENCE:

Any combination of training and experience that would provide the required knowledge, skills and abilities is qualifying. A typical way to obtain the required qualifications would be:

Equivalent to the completion of the 12th grade supplemented by one (1) year of experience in customer service, the maintenance or repair of underground utilities and/or water meters, or a related mechanical maintenance field.

License:

Must possess and maintain a valid California class C driver's license with a satisfactory driving record. Possession of the category of California Driver's License required by the State Department of Motor Vehicles to perform the essential duties of the position. Continued maintenance of a valid driver's license, insurability, and compliance with established District vehicle operation standards and requirements are a condition of continuing employment.

Certificates:

Ability to obtain a Grade I Water Distribution Operator certificate issued by the California State Department of Public (CDPH) within the first year of employment; once obtained, the certification must be maintained for the duration of employment.

PHYSICAL DEMANDS

Must possess mobility to work in the field; strength, stamina, and mobility to perform medium to heavy physical work, to work in confined spaces and around machines, to climb and descend ladders, and to operate varied hand and power tools and construction equipment; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone or radio. The job involves fieldwork requiring frequent walking in operational areas to identify problems or hazards. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate above-mentioned tools and equipment. Positions in this classification bend, stoop, kneel, reach and climb to perform work and inspect work sites. Employees must possess the ability to lift, carry, push and pull materials and objects weighing up to 75 pounds or heavier weights with the use of proper equipment.

ENVIRONMENTAL ELEMENTS

Employees work in the field and are exposed to loud noise levels, cold and hot temperatures, inclement weather conditions, road hazards, vibration, confining workspace, chemicals, mechanical and/or electrical hazards, and hazardous physical substances and fumes. Employees may interact with upset staff and/or public and private representatives and contractors in interpreting and enforcing departmental policies and procedures.

Working Conditions: May be exposed to inclement weather conditions, fumes, odors, dust and potentially toxic chemicals and conditions. Must be available for regular and emergency standby and weekend assignments and to be called-back and work emergency overtime as required.

Physical Demands: Mobility to work in a standard water environment and use specialized test equipment, hand and power tools and instrumentation; stamina to work in confined spaces, around machines, and to climb and descend ladders; strength to lift and carry materials and equipment weighing up to 50 pounds; vision to read printed materials, charts and gauges and a computer screen; and hearing and speech to communicate in person and over the telephone.

Note: All employees of the Town of Discovery Bay Community Services District are designated by state law to be "Disaster Service Workers." In the event of a declared emergency or any undeclared emergency or natural disaster that threatens the life, health and/or safety of the public, employees may be assigned to assist rescue and relief workers. Such assignments may be in locations, during hours and performing work significantly different from the employees' normal work assignments and may continue through the recovery phase of the emergency.