

WATER FIELD TECHNICIAN

General Statement of Duties

Performs responsible field technical work servicing, repairing or replacing water meters, wells, water lines, and other components of the water distribution system.

Distinguishing Features of the Class

Employees in this class are responsible for installing and removing water meters; trouble shooting and repairing leaks, turning water service on and off and maintaining accurate records of activities performed. Work also includes repairing leading lines and meters; assisting with well operations; and other related tasks. Public contact is required in answering citizens' questions about meter readings, leaks and employees must be able to effectively deal with angry customers. Employees are also subject to on-call and call-back work. Employees are subject to hazards of vicious animals, snakes and poisonous spiders and work must be performed in various kinds of weather. Work exposes the employee to primarily outside environments, extreme temperatures, and hazards found in servicing water meters; work may subject the employee to needles and other sharp objects found in meter boxes and is subject to the final OSHA requirements on bloodborne pathogens. Work is performed under regular supervision and is evaluated through frequent conversations, accuracy of readings taken and records, customer feedback and evaluations.

Duties and Responsibilities

Essential Duties and Task

Performs meter reading independently on multiple assigned routes; calculates water volume used; inspects meters to see that meters are functioning properly; checks for damage or malfunctioning parts; repairs meters; determines if meters need replacement and replaces meters that cannot be repaired.

Connects or disconnects meters or water service for new service, movers, or for nonpayment; decides whether to disconnect service; returns for re-reading.

Takes payments and re-connection fees after hours and re-connections service.

Investigates and resolves customer problems; explains meter readings to citizens; answers questions on meter readings, unusual high-water consumption, etc.; assists citizens to determine cause of water leaks that are not meter-related; appropriately deals with angry customers; explains process for reconnection of disconnected service.

Conducts special readings or re-readings after meters are repaired or service has been disconnected.

Completes work order records to document any service provided such as repair or replacement service on meters.

Investigates leaking meters and water lines; make repairs and/or assists with more difficult or major repairs to water lines, valves, hydrants or other parts of the distribution system.

Takes and records well readings, collects water samples, tests water samples for temperature, ph, chlorine residual and other properties.

Locates water lines for other utilities.

Additional Job Duties

Performs related duties as required.

Recruitment and Selection Guidelines

Knowledge, Skills, and Abilities

Considerable knowledge of street layout and meter locations in the County.

Water Field Technician

Page 2

Considerable knowledge of the functional operation of water meters and skill in repairing or replacing water meters.

Considerable knowledge of the hazards involved in meter service and associated safety precautions.

Considerable knowledge of utility policies and procedures for initiating or terminating water service.

Considerable knowledge of operation of hand-held computer for recording meter readings and the loading of data into computer.

Skill in conflict resolution and public relations.

Ability to prepare records and reports of work activities.

Ability to analyze problems and make decisions that resolve the problems and address the needs of the public and the County.

Ability to deal courteously and effectively with the public.

Ability to establish and maintain effective work relationships with supervisors, coworkers, and the public.

Physical Requirements

Must be able to physically perform the basic life operational functions of climbing, stooping, kneeling, crouching, reaching, standing, walking, pushing, pulling, lifting, fingering, grasping, talking, hearing, and repetitive motions.

Must be able to perform medium work exerting up to 100 pounds of force occasionally, and/or up to 20 pounds of force frequently, and/or up to 10 pounds of force constantly to lift objects.

Must possess the visual acuity to perform mechanical trades tasks, operate a handheld meter reading device, work with data and figures, do visual inspections, complete work records and operate a motor vehicle.

Desirable Education and Experience

Graduation from high school and considerable related experience; or an equivalent combination of education and experience.

Special Requirement

Possession of a valid North Carolina Drivers' License.

POSITION EXPIRATION: OPEN UNTIL FILLED