



City of Irving Job Description

Utility Service Technician I / II

FLSA Status:	Non-Exempt	Job Department:	Water Utilities
Job Code:	36802 (I) / 36812 (II)	Reports To (Job Title):	Utility Maintenance Supervisor

PURPOSE

To locate, investigate and repair interruptions to the water and wastewater systems. To provide a safe and high quality water service to the City of Irving.

ESSENTIAL DUTIES AND RESPONSIBILITIES

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily.*

- Respond to emergency water cut-offs and activations, water main leaks or breaks, and locate source of emergency; set up locates for repair.
- Perform leak investigation and detection with the use of electronic listening equipment.
- Repair leaks on water services and sprinkler lines.
- Repair and install water meters, meter boxes, and associated devices; review meters for proper operation; explain how meters work to public as appropriate.
- Operate and collect data on a hand-held or mobile meter reading device; evaluate meters to ensure proper operation; troubleshoot ERT tamper, replacement / repair, and condition of register; replace and repair equipment as necessary.
- Collect payment for service cut offs and restore service; perform service cut-offs.
- Prepare work orders for each job performed; read and input data and written information into work orders by software.
- Work stand-by rotation for after-hours emergency calls.
- Distribute door notices or related information to people affected by repair and maintenance operations; answer questions as appropriate; refer inquiries to crew leader or supervisor.
- Run communication process on hand-held microcomputers in order to download meter reading data into computer; develop basic knowledge of billing software.
- Perform related duties as assigned.

OTHER DUTIES AND RESPONSIBILITIES

- Prepare equipment and tools for daily duties.
- Assist with reading water meters on a defined route; conduct re-reads as necessary; ensure collection and input of valid data for billing purposes; clean meter boxes and meters as appropriate for best results in reading meters; check for meters that are stuck.
- Operate main line and fire hydrant valves as part of regular maintenance program.
- Pick up and deliver parts and equipment to job sites.

SUPERVISORY RESPONSIBILITIES

Supervisory responsibility is not a regular part of the position.

FINANCIAL / BUDGETARY RESPONSIBILITY

May make small purchases of materials or equipment with the use of a p-card.

QUALIFICATIONS:

The requirements listed below are representative of the knowledge, skill, and/or ability required.*

EDUCATION

- High School Diploma or GED to meet basic requirements established by the Texas Commission on Environmental Quality (TCEQ).

EXPERIENCE

- *For Utility Service Technician I:* No prior experience required.
- *For Utility Service Technician II:* One (1) year of experience in utilities maintenance and/or meter services.

CERTIFICATES, LICENSES, REGISTRATIONS

- Appropriate valid Texas driver's license, or the ability to obtain one by hire, is required.
- *For Utility Service Technician I:* Obtain D Water License within one (1) year of hire.
- *For Utility Service Technician II:* Class C TCEQ Water License, as well as a Class A Commercial Driver's License (CDL)

KNOWLEDGE OF

- Environmental Laws and Regulations: Federal, state, and local environmental laws and the ability to apply current information to given situations.
- Regulations: Federal, state, and municipal restrictions, laws, and ordinances.
- Customer Service: Principles and processes for providing customer and personal services including a desire to help customers regardless of their circumstance.
- English Language: The structure and content of the English language, including the meaning of words and grammar.
- Maintenance Principles: processes involved in upkeep of property and equipment to optimum state of cleanliness, repair, and efficiency.

SKILLS AND ABILITIES IN

- Active Learning: Working with new material or information to grasp its implications.
- Accuracy: Paying attention to detail in dealing with numbers, words, and ideas.
- Basic Math: Adding, subtracting, multiplying, and dividing quickly.

- Active Listening: Listening to what others are saying and asking questions as appropriate.
- Cooperation: Establishing and maintaining positive working relationships with those contacted in the course of work.
- Complex Problem Solving: Identifying complex problems and reviewing related information to develop and evaluate options and implement solutions.
- Critical Thinking: Using logic and analysis to identify the strengths and weaknesses of different approaches.
- Goal-oriented Crisis Communication: Effectively structuring questioning, answering, and listening interactions with clients to determine their needs in urgent situations.
- Service Orientation: Actively looking for ways to help people.
- Self-Management: Working well independently and without supervision.
- Interactive Presentation: Effectively presenting information and responding to questions from groups of managers, clients, customers, and the general public.
- Technical Reasoning: Interpreting an extensive variety of technical instructions in mathematical or diagram form.
- Inductive Reasoning: Combining separate pieces of information or specific answers to problems to form general rules or conclusions. This includes coming up with a logical explanation for why a series of seemingly unrelated events occur together.
- Written and Oral Expression: Communicating information and ideas in writing, as well as through speech, so others will understand.
- Oral Comprehension: Listening to and understanding information and ideas presented through spoken words and sentences.
- Reading Comprehension: Reading and interpreting documents.

GUIDANCE RECEIVED

Periodic Supervision and Range of Guidelines/Procedures

Follows periodic direct instructions and guidelines, policies and procedures that require some interpretation. Problems that cannot be addressed through an existing guideline, policy or procedure are referred to supervisor or more senior position. Position incumbent must exercise judgment about when to escalate issues.

CONTACTS

Work with water customers to resolve problems with services, as well as with other city departments and outside agencies.

EQUIPMENT AND PROPERTY

Employee must use a wide variety of manual and power tools and equipment which includes a vacuum trailer, specialized leak detection equipment, line tracers and others. In addition, office equipment such as computers, copiers and printers are used.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.*

The employee constantly is required to walk long distances (up to 10 miles each day), drive a vehicle, see, grasp, handle, feel, kneel, lift up to 10 pounds, listen, smell, stand, and/or stoop. Frequently, s/he is required to balance, carry, lift up to 50 pounds, push, pull, sit, and/or talk. S/he occasionally is required to climb and/or crawl.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.*

The employee regularly is exposed to extreme vibration, blood-borne pathogens, confining work space, dirty environment, electrical hazards, extreme temperatures or weather conditions, air contamination, high and precarious work places, improper illumination, moving mechanical parts, noise, and/or toxic or caustic materials. This job requires the employee to make decisions directly affecting the safety of others. The noise level in the work environment is usually moderate.

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

Note: A class specification is a general listing of duties, responsibilities, knowledge, skills, and abilities required of an incumbent assigned to a particular class of work. There may be one or multiple positions assigned to a single classification; therefore, the class specification lists those work attributes that are common to every incumbent in the class.