

BATESVILLE WATER UTILITIES

Position Description

POSITION TITLE: **Water Office Service Tech.**

Exempt (Y/N): No

DEPARTMENT: Utility Administration

DATE PREPARED: December 4, 2014

Service Technician

SUMMARY

The incumbent is responsible for taking care of water connects, water disconnects and water cut-off's; meter re-reads and industrial and electronic meter reading, and changing meter register.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

1. Connect and read meter for a new water service when needed.
2. Disconnect and read meter for existing water service when needed.
3. Perform water service cut-off when an account is delinquent.
4. Read industrial meter route if needed.
5. Read automatic meter routes if needed.
6. Perform daily maintenance requirements on all machinery and equipment as needed.
7. Maintain proper safety devices and essential equipment services for machinery.
8. To record any customer service issues and report them to construction.
9. Run errands for office when needed (mail, bank, etc).
10. Conduct maintenance on equipment such as, oil changes, cleaning work area, clean out and wash truck etc.
11. Some after hours and call in work will be required.
12. Perform other related duties as required or assigned:
 - Answer phones and radios.
 - Wait on drive through or counter customers.
 - When counter is busy, offer help when available.
 - Open and sort mail, night drop payments; sort payments and balance cash drawer at closing.

RESPONSIBILITY FOR FUNDS, PROPERTY, EQUIPMENT, ETC.

\$5,000-\$150,000

SUPERVISION RESPONSIBILITIES

none

EDUCATION AND EXPERIENCE

High school diploma or GED required or equivalent combination of education and experience, and one (1) to six (6) months of previous employment.

LANGUAGE SKILLS

Must be able to read and comprehend simple instructions, short correspondence, and memos. Must be able to write simple correspondence. Must be able to effectively present information in one-on-one and small group situations to customers, clients, and other employees of the organization.

MATHEMATICAL SKILLS

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

REASONING ABILITY

Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

CERTIFICATES, LICENSES, REGISTRATIONS

Must possess a valid Arkansas Class A Driver's License

INTERNAL COMMUNICATIONS

Regular contacts with Billing Clerks, Construction Superintendent, Assistant Superintendent, Meter Reader Crew Leader, Meter Readers, Water Plant Operators, and other personnel within the department and with other departments as needed.

EXTERNAL COMMUNICATIONS

Regular contacts with businesses, vendors, citizens and outside representatives as needed.

USE OF EQUIPMENT AND/OR COMPUTERS

Must be proficient in the use of a personal computer to take payments, cameras. Will be required to drive passenger truck, use a meter key, use a meter wrench, cut-off wrench, locks, hasps, construction hand tools, shop tools, and other equipment used in general customer service.

OTHER SKILLS AND ABILITIES

Ability to utilize both internal and external resources to obtain information and data necessary to carry out routine assignments and special projects. Must have ability to establish and maintain effective working relationships with management and staff.

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

While performing the functions of this job, the employee is regularly required to use hands and fingers to handle or feel; reach with hands and arms; and talk or hear. The employee frequently is required to stand and walk; climb or balance; and stoop, kneel, crouch, or crawl. The employee is occasionally required to sit; and taste or smell. The employee must occasionally lift and/or move more than 100 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the functions of this job, the employee is regularly exposed to outdoor weather conditions. The employee is frequently exposed to wet/and or humid conditions; and moving mechanical parts. The employee is occasionally exposed to precarious places; fumes or airborne particles; toxic or caustic chemicals; risk of electrical shock; and vibration.

The noise level in the work environment is moderate.