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| *Job description statements are intended to describe the general nature and level of work being performed by employees assigned to this job title. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required. Management reserves the right to add, modify, change or rescind the work assignments or to make reasonable accommodations so that qualified employees can perform the essential functions of the job*. |

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| *SUMMARY* |
| Under the supervision of the Utility Billing Office Manager, the Water Service Technician reads and records water meter readings along an assigned route that initiates billings for utility customers, and ensures quality customer service to City consumers. The Water Service Technician receives specific work instructions from the Utility Billing Manager but works independently when out on the assigned route. The Water Service Technician must possess a strong mechanical aptitude, some computer skills, and effective communication and public relation skills are required. |

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| *ESSENTIAL FUNCTIONS* |
| * Locates and reads water meters on an assigned route and records readings on a handheld unit or laptop;
* Checks to see that meters are functioning properly and reports broken glass, lids and other meter defects;
* Locates and cleans out flooded and buried meters;
* Checks consistency of meter readings and reports unusual cases;
* Performs customer service duties including service turn-ons and turn-offs, and re-reading meters to resolve complaints;
* Posts non-payment notices and shut-down notices;
* Answers general questions regarding billing or other utilities-related subjects;
* Advises the public of rules, codes and procedures;
* Instructs the public on reading meters and calculating consumption for personal records;
* Refer customer problem/complaint resolution to appropriate Customer Service personnel;
* Relay inquiries to Utility Billing Manager when appropriate;
* Changes water meters;
* Investigates and reports on installations which do not meet requirements;
* Investigates water leaks, high consumption;
* Pulls meters as needed; pulls meters for calibration;
* Installs radio transmission units for automatic reading capability;
* Makes field repairs to water meters and performs routine maintenance;
* Cleans brush, dirt or vines away from meter boxes using appropriate equipment and tools;
* Generate requests to Maintenance and Operations for larger repairs;
* Performs all other duties as deemed necessary or assigned.
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| *MINIMUM QUALIFICATIONS* |
| EDUCATION: |
| A high school diploma or GED is required. |
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| EXPERIENCE: |
| Strong mechanical aptitude required. A minimum of one (1) year of similar or related experience is desired. One year of public contact experience is desirable. Employee is expected to have acquired the necessary information and skills to perform the job reasonably well within three months of employment. |
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| CERTIFICATIONS/LICENSE: |
| Must possess a valid Kansas Driver's license with an acceptable driving record. |

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| *OTHER CHARACTERISTICS* |
| KNOWLEDGE OF: |
| * Meter reading, connecting and disconnecting services, and investigating water leaks.
* Water systems and minor plumbing.
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| SKILLED IN: |
| * Strong mechanical aptitude, and strong communication and public relation skills.
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| ABILITY TO: |
| * Operate department vehicles, office equipment, and other related equipment.
* Read and interpret diagrams and blueprints, and to receive, understand and follow oral and written instructions.
* Independently problem solves in the area of citizen complaints, water leaks, and equipment malfunctions.
* Independently makes decisions resolving citizen complaints, and performs daily duties in the most efficient manner.
* Effectively communicate with general public, co-workers, supervisory personnel, and interaction with other departments.
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| *ENVIRONMENTAL CONDITIONS & PHYSICAL DEMANDS* |
| WORKING CONDITIONS: |
| Work is performed primarily outdoors while walking or driving, with occasional indoor office work.  Frequent exposure to extreme temperatures; rain and humidity; slippery or uneven surfaces and rough terrain; and noise and vibrations from meter repair equipment, compressors, and traffic.  Works around insects and animals that are encountered along a route or within a meter tile. |
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| PHYSICAL REQUIREMENTS: |
| Performance of essential job functions involves frequent bending, kneeling, climbing, and/or stooping repeatedly or continually over time to read water meters.  Must be able to lift and move water meter lids (50+ lbs.) for short distances, and overcome other physical obstacles and debris when they prevent access to the meters.  Must be able to occasionally climb a ladder to get into and out of a confined space containing a water meter.  Must be able to walk for extended periods of time when reading water meters.Must have the visual range, with or without correction, to safely operate a vehicle in traffic, read computer screens, meters and printed documents. Must have sufficient hearing, with or without correction, to listen for danger, to operate a radio and communicate with others. |