

CITY OF CEDAR RAPIDS POSITION PROFILE	JOB CODE #/TITLE: AF060 Water Utility Service Representative I
POSITION #/TITLE: 0153, 0234, 0256, 0351, 0380, 1618, 2109, 2112, 2223, 2224 Water Utility Service Representative I	Adopted: 07-97
	Revised: 03-14

POSITION DESCRIPTION

Dept /Division: Utilities/Water	Manager Level: Non-Manager
Salary Plan/Description: AFS/AFSCME	Salary Grade: 26
Reports To Position #/Job Code #/JC Title: 1690/NB241/Water Service Supervisor	Dotted-line Reports To Position #/Job Code #/JC Title:
FLSA Status: Non-Exempt	City Overtime Status (Employee Type): Non-Exempt (Exception Hourly)
Physical Demand Rating: Medium	Work Environment: Uncontrolled
Pre-employment Testing: Drug and health screening after contingent offer.	Position Testing: Physical Qualifications, Knowledge test.
Personal Protective Equipment: Eye, Face, Hand, Head, Reflective Vest, Foot, Hearing, Protective Clothing, Gas Monitor, Trench Protection	

General Statement of Duties

Responsible for performance of field customer service activities related to water meters and services to include the installation and maintenance of water meters; initiation and termination of water service and the investigation of water service problems.

Distinguishing Features of the Class

Works under immediate-to-general supervision and exercises considerable discretion in selection of work methods and techniques, within generally established boundaries.

Examples of Essential Work (Illustrative Only)

Installs, removes, exchanges and maintains water meters and ancillary automatic meter reading (AMR) systems;
Operates stop boxes to turn water service on and off as required for customer service, maintenance activities and collection purposes;
Investigates and resolves customer service inquiries regarding water quality and service problems to include meter accuracy and internal plumbing leaks;
Investigates water main and service line leaks to determine their nature and location and initiates the appropriate remedial action;
Serves, on a rotating basis, as the Meter Service Activity's standby person for investigation of water service problems that occur on weekends and outside the normal work day;
Uses specialized equipment to complete taps on water mains for connecting new service lines;
Uses specialized equipment to locate water utility mains and appurtenances;
Tests, cleans and repairs water meters in the service shop;
Installs meters and backflow protection assembly units on fire hydrants;
Assists the Distribution Activity in the completion of emergency repairs of damaged fire hydrants;
Assists in the unloading of meter deliveries and the maintenance of inventory supplies;
Assists in the cleaning and maintenance of Meter Service Activity equipment and work areas to include service vans;

Wears and properly uses safety equipment including personal protective and fall prevention equipment, gas detection equipment as necessary to perform duties in trenches, pits, and uncontrolled sites;
Performs all work duties and activities in accordance with City policies, procedures and safety practices;
Attends work regularly at the designated place and time;
Supports continuous process improvement initiatives;
Performs related work as required.

Required Knowledge and Abilities

Knowledge of principles for the operation and maintenance of water utility distribution and metering systems to include valves, service lines and meters;
Knowledge of the general principles and methods of cross-connection control in order to identify potential backflow hazards;
Skill in analytical thinking and decision making;
Skill in planning and organizing;
Skill in human relations;
Ability to develop and use empathetic listening skill, communicate with clarity and maintain an attitude that conveys respect, assistance, honesty and resourcefulness;
Ability to handle customer information with tact and discretion;
Ability to understand and make work decisions in accordance with office rules, regulations, policies and procedures;
Ability to function within a team environment;
Ability to work cooperatively and to maintain effective working relationships to accomplish job responsibilities;
Ability to quickly learn and put to use new skills and knowledge brought about by rapidly changing information and/or technology;
Ingenuity and inventiveness in the performance of assigned tasks.

Acceptable Experience and Training

One year experience in the operation and maintenance of water utility distribution systems to include water meters and service lines; or
Any equivalent combination of experience and training which provides the knowledge and abilities necessary to perform the work.

Required Special Qualifications

Valid Iowa Driver's License; Possession of a State of Iowa Backflow Prevention Assembly Tester certification within six months of appointment.
State of Iowa certificate (grade I) in water distribution or water operations within 18-months of appointment.

Essential Physical Abilities

Requires the following with or without reasonable accommodation:
Sufficient clarity of speech and hearing, which permits the employee to communicate effectively;
Sufficient vision, which permits the employee to operate equipment and tools;
Sufficient manual dexterity and strength, which permits the employee to perform at a level which meets the physical demand rating of the job;
Sufficient personal mobility, which permits the employee to operate equipment and tools.