

## WATER SERVICE WORKER

DISTINGUISHING FEATURES OF THE CLASS: Under general supervision, an employee in this class is responsible for contacting consumers who have reported water service problems such as high or low consumption, poor pressure, leaks, discolored water, frozen pipes, and/or broken or leaky meters, investigating the complaints and making the necessary adjustments and/or repairs. Direction may be given to "helpers" and/or seasonal employees assigned to assist the incumbent in the performance of his/her duties. Does related work as required.

### EXAMPLES OF WORK: (Illustrative Only)

Visits premises where high consumption, discolored water, poor pressure, leaks, frozen pipes, broken or leaky meters have been reported by consumer;

Investigates complaints of low or high bills as required;

Checks water outlets and equipment on consumers premises on high consumption complaints;

Locates source of water leaks and waste;

Advises consumer as to correction or repair of defective water lines or appliances;

Locates curb boxes by inspection or using curb box finder;

Turns water service on or off at curb box;

Repairs water meters in service;

Tests meters in the field or in the shop;

Determines whether or not meters are defective;

Replaces meters and/or remote readers;

Thaws frozen pipes;

Inspects the installation of service lines;

Sets new meters and remote readers;

Uses tapping machine in installing service from main to curb;

Operates portable gasoline driven pumps where flooding conditions occur;

Prepares reports on work completed and/or complaints adjusted;

Performs necessary plumbing in conjunction with meter changes;

May obtain final readings and special readings, as required;

May be assigned to read meters, as necessary;

May direct helpers and/or seasonal employees, as assigned;

EXAMPLES OF WORK: (Illustrative Only) (Cont'd.)

Uses computer applications such as spreadsheets, word processing, calendar, e-mail and database software in performing work assignments.

REQUIRED KNOWLEDGE, SKILLS, ABILITIES AND ATTRIBUTES: Good knowledge of operation, maintenance, and repair of water meters, tapping machines, gasoline driven pumps and thawing machines; good knowledge of the practices, tools, and terminology used in the maintenance of a water supply system; mechanical aptitude; ability to understand and carryout written instructions; ability to read meters and record figures accurately and to make simple calculations; ability to use computer applications such as spreadsheets, word processing, calendar, e-mail and database software; ability to read, write, speak, understand, and communicate in English sufficiently to perform the essential duties of the position; ability to meet and deal with the public effectively; dependability; initiative; courtesy; tact; physical condition commensurate with the duties of the position.

MINIMUM ACCEPTABLE TRAINING AND EXPERIENCE: Graduation from high school or possession of a high school equivalency diploma and two (2) years of experience in water meter reading, water maintenance or plumbing repair work.

SPECIAL REQUIREMENT: Possession of a valid license to operate a motor vehicle in New York State at time of appointment.