



# CITY OF HOUSTON

## JOB DESCRIPTION

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Job Code: 563.1

Job Title: **WATER SERVICE INSPECTOR I**

Pay Grade: 11

### **GENERAL SUMMARY:**

Collects water billings in the field and inspects, replaces and repairs meters and related equipment to ensure accurate readings and quality water service.

### **RESPONSIBILITIES:**

- Collects on delinquent customer accounts, connects and disconnects service, and removes illegal connections.
- Inspects status of accounts, condition of water meters and parts for installation, performs repairs, replacements, removal, light pipe fitting, installations and rebuilds meters.
- Performs on/off and accuracy tests and assists with calibrations.
- Reports water consumption by location, testing and reading water meters to ensure accurate reports; reset and pull 5/8" to 2" meters.
- Investigates customer complaints.
- Issues and receives meters, loads and unloads meters, and sets up scrap pallets.
- Operates and maintains equipment such as sand blasters, air compressors and vehicles.
- Distributes notices for open lines, turnoffs, and meter rechecks.
- Completes contracts for new water services in the field.
- Enters completed work into electronic handheld system.
- Trains Meter Readers in operational methods, policies, procedures and the use of equipment.

### **SPECIFICATIONS:**

#### **KNOWLEDGE:**

Requires a high school diploma or a GED. Must have valid Texas driver's license and comply with the City of Houston's policy on driving.

#### **EXPERIENCE:**

Six months of experience in construction, maintenance and utility work is required.

## **SPECIFICATIONS: (continued)**

### **COMPLEXITY:**

Work consists of routine standard procedures and tasks where simple analytical ability is required to select and execute actions.

### **IMPACT OF ACTIONS:**

Errors in work typically lead to minor inconvenience and costs. Work is typically performed under close to moderate supervision of routine duties to ensure completion of tasks. The supervisor is generally close by to answer questions.

### **SUPERVISION EXERCISED:**

#### **Direct Supervision:**

No direct report employees.

#### **Indirect Supervision:**

No indirect reports.

### **CONTACTS:**

#### **Internal Contacts:**

Level of internal contact is primarily with the clerical and technical staffs. Interaction involves routine information exchange and/or simple service activity requiring common courtesy; e.g., answering questions, giving directions in response to simple requests.

#### **External Contacts:**

Level of external contact is primarily with citizens, visitors and/or mid-level representatives of government agencies, guests, vendors and professional contacts with allied organizations. Interaction involves information exchange and/or simple service activity requiring moderate tact and cooperation.

### **PHYSICAL EFFORT:**

The position routinely requires lifting of moderately heavy items, such as typewriters or records boxes (up to 40 pounds) and/or very long periods of walking on rough surfaces on a routine basis.

### **WORK ENVIRONMENT:**

There are routine exposures to significant levels of heat, cold, moisture and air pollution. The position may involve periodic exposure to chemical substances and physical trauma of a minor nature such as cuts, bruises and minor burns.

### **PHYSICAL SKILL:**

Requires the ability to make coordinated gross motor movements in response to changing external stimuli within moderately demanding tolerances; or the ability to make coordinated eye/hand movements on a patterned response space within low tolerance demands with no real speed requirements.

### **MISCELLANEOUS:**

All duties and responsibilities may not be included in the above job description.

### **JOB FAMILY:**

Meter Reader  
Water Service Inspector I  
Water Service Inspector II  
Water Service Inspector III

*Effective: October 1990*

*Revised: August 2004*

*Revised: October 2017*