



CITY OF HOUSTON

JOB DESCRIPTION

Job Code: 563.3

Job Title: **WATER SERVICE INSPECTOR III**

Pay Grade: 17

GENERAL SUMMARY:

Collects water billings; reviews, inspects, replaces and repairs meters and related complex or heavy equipment to ensure accurate readings and quality water service. Collects customer information and researches and resolves customer complaints.

RESPONSIBILITIES:

- Investigates customer complaints; researches and reviews accounts and conducts field investigations to collect information.
- Acts as a lead in training Water Service Inspector I's and II's in operational methods, policies, procedures and the use of heavy equipment.
- 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, removals, light pipefitting, installations and rebuilds meters.
- Prepares documentation and completes billing adjustments and account status updates.
- Reviews daily reports and prepares production reports, charts, and graphs.
- Monitors, maintains, cleans, and operates moderately complex and heavy equipment such as air hammers, compressors, dump trucks, roll back trucks, backhoes, tractors, and meter test machines.
- Performs on/off and accuracy tests and assists with calibrations.
- Reads water meters, installs resets and pulls meters of all sizes.
- Issues and receives meters, loads and unloads meters, and sets up scrap pallets.
- 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.

SPECIFICATIONS:

KNOWLEDGE:

Basic knowledge of grammar, spelling, punctuation and simple mathematical functions like percentages, ratios, etc. as might normally be acquired through attainment of a high school diploma or a GED. Must have a valid Texas driver's license and comply with the City of Houston's policy on driving.

SPECIFICATIONS: (continue)

EXPERIENCE:

Four years of experience reading or repairing/maintaining water meters are required.

COMPLEXITY:

Work consists of fairly standard procedures and tasks where basic analytic ability is required, as in the comparison of numbers and simple facts in selecting the correct action.

IMPACT OF ACTIONS:

Errors in work cause some expense and inconvenience. Work is typically performed under moderate supervision and within standard operating procedures. The incumbent occasionally can function autonomously, with the supervisor available to answer questions as they arise.

SUPERVISION EXERCISED:

Direct Supervision:

Involves general scheduling and review of work as a "working supervisor" or lead person.

Indirect Supervision:

No indirect reports.

CONTACTS:

Internal Contacts:

Level of internal contact is primarily with the clerical and technical staffs. Interaction requires moderate tact and cooperation; e.g., scheduling and/or coordinating two personal calendars, resolving problems and/or obtaining necessary information.

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 requires considerable tact and cooperation involving somewhat sensitive issues or problems.

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