



CITY OF HOUSTON

JOB DESCRIPTION

Job Code: 803.1

Job Title: **WATER SERVICE TECHNICIAN II**

Pay Grade: 15

GENERAL SUMMARY:

Leads crews in the inspection, replacement and repair of meters and related equipment to ensure accurate meter readings and quality water service. Installs, repairs, and maintains 3-inch and larger meters.

RESPONSIBILITIES:

- Inspects status of accounts, conditions of water meters and parts for installations; performs repairs, i.e. gaskets, spuds, curb stops, etc. replacements, removals, light pipe fitting, installations, and rebuilds meters.
- Investigates and reviews customer complaints. Performs field investigations for water service bill inquiries.
- Acts as a lead in training Water Service Technicians I in operational methods, policies, procedures, and the use of equipment.
- Serves as crew leader of Water Service Technicians in the field. Assists in organizing and assigning daily work assignments. Ensures technicians perform vehicle inspections and maintain adequate inventory levels on vehicles.
- Automates, calibrates, and installs 3-inch and larger meters.
- Repairs leaks and valves on 3-inch and larger meters.
- Troubleshoots all automated systems and components for 3-inch and larger meters.
- Reads and investigates issues of effluent meters, sub meters, and remediation meters.
- Assists in maintaining productivity reports and trackers.
- May perform duties of Water Service Technicians I and other duties as assigned.

Additional responsibilities for Level II:

- Locates and excavates meters in a timely matter. Operates backhoes and A/C compressors.
- Performs accuracy tests and calibrates 3-inch and larger meters.
- Performs turn-off and turn-on of 3-inch and larger meters.
- Assists supervisors with field and administrative activities, such as field oversight and review of daily reports, graphs, and charts.

SPECIFICATIONS:

KNOWLEDGE:

Requires a high school diploma or a GED.

LICENSE:

Must have a valid Texas driver's license and comply with the City of Houston's policy on driving.

EXPERIENCE:

Three years of experience installing, repairing, reprogramming, and maintaining water meters are required.

COMPLEXITY:

Work consists of routine standard procedures and tasks where simple analytical ability is required to select and execute actions. Requires intermediate knowledge in charts/graphs.

IMPACT OF ACTIONS:

Errors in work cause some expense and inconvenience. 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:

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 involves information exchange and/or simple service activity requiring moderate tact and cooperation.

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 moderate tact and cooperation; e.g., responding to questions which require some research to provide the correct answer.

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. Performs related work as required.

JOB FAMILY:

Water Service Technician I
Water Service Technician II

Water Service Technician Supervisor

Effective: October 2021