CITY OF HOUSTON

JOB DESCRIPTION

Job Code: 803.0

Job Title: **WATER SERVICE TECHNICIAN I**

Pay Grade: 11

GENERAL SUMMARY:

Under close to moderate supervision, inspects, replaces and repairs 5/8-inch to 2-inch meters and related equipment to ensure accurate meter readings and quality water service.

RESPONSIBILITIES:

- Reports water consumption by locating, testing and reading water meters to ensure an accurate read.
- Identifies and reports unsafe conditions, such as damaged or missing meter boxes/lids.
- Performs routine inspections to identify and report illegal connections, leaks on mains and conditions of water meters.
- Learn/know how to read a Key-Map book if your GPS is down.
- Reports information in the field using electronic devices.
- Removes dirt/debris from meter boxes to ensure accessibility.
- Collects on delinquent customer accounts; connects and disconnects service using various locks; and removes illegal connections.
- Performs on/off tests on 5/8-inch to 2-inch meters.

Additional responsibilities for Level II:

- Distributes written notifications for unauthorized services and/or open lines, turnoffs, and meter rechecks.
- Digs out meter curb stops to connect/disconnect services.
- Installs, automates, and maintains meters and meter boxes.
- Retrofits, reprograms, maintains, and changes out 5/8-inch to 2-inch meters.
- Performs accuracy tests on 5/8-inch to 2-inch meters and assists with calibrations.
- May perform other duties as assigned.

SPECIFICATIONS:

KNOWLEDGE:
Requires a high school diploma or a GED.

EXPERIENCE:
Six months of general maintenance/work experience are required.

SPECIFICATIONS (continued):

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

COMPLEXITY:
Work consists of routine standard procedures and tasks where simple analytical ability is required to select and execute actions. Ability to read, understand and navigate key maps and locate meter locations.

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. Performs related work as required.

JOB FAMILY:
Water Service Technician I
Water Service Technician II
Water Service Technician Supervisor

Effective: October 2021
Revised: December 2023