



# CITY OF HOUSTON

## JOB DESCRIPTION

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Job Code: 803.5

Job Title: **WATER SERVICE TECHNICIAN SUPERVISOR**

Pay Grade: 18

### **GENERAL SUMMARY:**

Supervises, plans and coordinates the activities of water service technicians who inspect, replace, repair disconnect, reconnect meters and related equipment to ensure accurate meter readings, revenue collections, and quality water service.

### **RESPONSIBILITIES:**

- Organizes and assigns the work of water service technicians; monitors work in progress.
- Trains water service technicians in proper operational methods, policies, procedures and use of equipment.
- Performs periodic field quality reviews of technicians work to ensure proper execution of processes.
- Ensures employees have adequate work supplies and properly functioning equipment.
- Analyzes and resolves staff, equipment, and operating problems/concerns.
- Observes and understands safety regulations and communicates same to technicians to ensure technician compliance as applicable. Oversees preventive maintenance of assigned vehicles, equipment, and tools.
- Reviews with technician operational policies and procedures; recommends changes to increase efficiency; implements approved changes.
- Conducts periodic employee performance evaluations; reviews performance with the employee in a timely manner.
- Prepares and reviews daily management and production reports, charts, and graphs.
- Plans and conducts staff meetings; appraises staff of relevant occurrences and policy/procedure changes.
- May perform daily tasks of water service technicians as needed. May perform other duties as assigned.

### **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.

## **SPECIFICATIONS: (continued)**

### **EXPERIENCE:**

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

An Associate's degree or higher may substitute for two years of the experience requirement.

### **COMPLEXITY:**

Work consists of standard procedures and tasks where analytic ability is required in following guidelines, policies, and procedures.

### **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 scheduling, supervision and evaluation of work as a "first-line supervisor", recommends personnel actions such as hiring, termination, and pay changes of non-supervisory personnel.

#### **Indirect Supervision:**

No indirect reports.

### **CONTACTS:**

#### **Internal Contacts:**

Level of internal contact is primarily with the technical staff and supervisors. 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. Performs related work as required.

## **JOB FAMILY:**

Water Service Technician I  
Water Service Technician II  
Water Service Technician Supervisor

*Effective: October 2021*