



## JOB DESCRIPTION

**Title:** Utility Serviceman

**Department:** Billing

**Reports to:** City Clerk

**Pay Grade:** 59

**Date Adopted:** November 20, 2019

**Previous Revision Date:**

**Last Revision Date:**

**Type:** ☒ Full Time

☐ Part Time

**FLSA:** ☐ Exempt ☐ Salary

☒ Non Exempt ☒ Hourly

**Union:** ☒ Yes

☐ No

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### Job Summary:

Under general supervision, performs a variety of skilled and semi-skilled work in the maintenance, repair, and installation of electric and water meters; responds to trouble calls for electric, water, and sanitary sewer functions and outages as required; and investigate and resolve complaints from the public.

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### Essential Functions:

1. Investigates complaints of high water bills and possible thefts of service.
2. Checks water leaks and sewer stoppages to locate the problem and determines the responsibility for repair; checks high meter readings and causes of high consumption.
3. Makes special meter readings; shuts off water for plumbers and others; checks services for possible meter by-pass and theft of service.
4. Works shut-off lists and delivers shut-off notices; investigates complaints of high electric bills and possible thefts of service.
5. On occasion, reads meters, maintains records of services worked; services vehicle.
6. Performs minor maintenance on water and electrical meters; records meter number and meter reading when required; assists in the maintenance and construction of the distribution and collection systems.
7. Perform service order work including shutting off water when people move.

8. Check on customer concerns including down lines, possible water leaks, etc. and report to the proper department if more follow up is needed.
9. On a relief basis, may perform duties and handle operational activities for the electric, water, or wastewater departments.
10. Turns on, connects, and disconnects water services and reads meters; works shut-off lists.
11. Tests and repairs meters; installs and changes water meters, remote readers and electronic radio transmitters (ERT's).
12. Operates curb stops.
13. Assist the Engineering Department with data collection on various systems including storm water and sanitary sewer.
14. Performs general office tasks such as getting the mail and running errands.
15. Subject to emergency response in the event of utility outages or emergencies.
16. Ability to perform CPR and administer first aid.
17. May be called to respond to alarms while off duty or be required to stay past shift to complete a call of service.
18. On call to respond to emergencies and breakdowns.
19. Comply with all of the Department's safety policies and rules. Must report safety violations and potential safety violations to their supervisor.
20. Travel and tour City projects in adverse conditions, to include but not limited to, accident sites, construction sites, outdoor sites, remote sites, interior and exterior building inspections, etc.
21. Perform services when exposed to extreme temperatures and adverse weather conditions; hazards associated with traffic control and working in and near traffic; natural and man-made disasters; and hazardous materials incidents; and when one hundred plus feet (100+') above grade.
22. Keep confidential information confidential and be HIPPA compliant.
23. Work the days and hours necessary to perform all assigned responsibilities and tasks. Must be available to communicate with subordinates, supervisors, customers, vendors and any other persons or organizations with whom interaction is required to accomplish work and employer goals.

24. Punctual and timely in meeting all requirements of performance, including, but not limited to, attendance standards and work deadlines; beginning and ending assignments on time; and scheduled work breaks, where applicable.
  25. Perform other work which is consistent with the essential functions of the job.
  26. Perform other duties as assigned.
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**Education and Special License(s)/Certifications:**

High school diploma or equivalent required.

Must possess a valid driver's license and maintain an insurable driving record.

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**Experience:**

None

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**Skills:**

1. Ability to establish and maintain effective working relationships with general public, co-workers, other City employees, and superiors.
  2. Good oral and written communication skills.
  3. Good listening skills.
  4. Manual dexterity.
  5. General construction skills.
  6. Good driving skills.
  7. Ability to read and comprehend.
  8. Ability to prioritize work.
  9. Operation of heavy and light construction equipment.
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**Mental Requirements:**

1. Ability to analyze safety situation.
2. Ability to make quick decisions.
3. Ability to stay alert for long periods of time.
4. Ability to work independently.
5. Ability to work in a team.
6. Ability to assess situation and use judgement in responding.
7. Ability to work under distracting conditions.
8. Mechanical aptitude.
9. Alpha/numeric recognition.
10. Ability to carry out assignments through oral and written instruction.
11. Diplomacy and judgement.
12. Logical reasoning.
13. Ability to adapt to changing environment.
14. Concentration.

15. Ability to analyze problems and recommend possible solutions.
  16. Ability to read and interpret blueprints and write specifications.
  17. Ability to train and guide others.
  18. Knowledge of the physical layout of the Department's service area, including street locations.
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**Physical Requirements:**

1. Ability to work at moderate heights.
  2. Ability to crawl, run, climb, bend, stoop, twist, reach, contort and lift up to 100 lbs.
  3. Ability to sit or stand for long periods of time, but also have the mobility to respond immediately for emergency incidents.
  4. Hand, eye, and body coordination to operate light to moderately heavy machinery, equipment and vehicles.
  5. Ability to withstand extreme weather conditions.
  6. Exposure to vibrations.
  7. Ability to transverse rough terrain on foot.
  8. Ability to work with exposure to noise.
  9. Ability to distinguish among colors.
  10. Ability to drive city vehicle.
  11. Ability to walk several miles in a day.
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**Supervisory Responsibility (Direct and Indirect):**

None

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**Disclaimer:**

This job description is intended to convey information essential to understanding the scope of the job and the general nature and level of work performed for individuals with this job title. However, this job description is not intended to be an exhaustive list of all qualifications, skills, efforts, duties, responsibilities, or working conditions associated with the position.

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Approved:

**Tobias J. Tempelmeyer, City Administrator**

**November 20, 2019**