

CLASS TITLE: UTILITY SERVICE WORKER III

PURPOSE OF THE CLASSIFICATION: Under general supervision works independently as a one-man, small or larger crew performing technical diagnosis, maintenance, installation and field repairs to residential/light commercial water meters, AMR devices and service lines and other related assigned duties.

ESSENTIAL TASKS:

- Diagnoses, tests, installs, removes, replaces and makes field repairs to small water meters and service lines, ensuring compliance with Oklahoma Underground Facilities Protection Act and ODEQ/OSHA regulations
- Repairs/replaces service lines, curb stops and meter setters/cans, ensuring proper service operation
- Acts as competent person to eliminate hazards in trenching and confined space operations, maintaining worksite safety
- Troubleshoots, tests, repairs, programs and installs Automated Meter Reading (AMR) devices
- Inspects, diagnoses and corrects/resolves extreme water bill/leak/low pressure/no water complaints and reports/corrects meter tampering violations
- Assesses situation and determines most cost effective method and materials needed to resolve problem and meet quotas and deadlines
- Maintains inventory and detailed records, including work orders, safety permits, credit work and material checkout/paving cut/trench forms
- Performs semiskilled pipefitting, welding, plumbing and masonry in utility services repair and maintenance activities
- Operates and maintains a variety of heavy automotive equipment
- May work as a member of a crew on special projects or as a working lead multiple one-man crews when required
- Cross trains in higher classifications
- Must report to work on a regular and timely basis

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential tasks.

QUALIFICATIONS:

Training and Experience: Graduation from high school or possession of a General Educational Development Certificate (GED), and three (3) years of heavy manual labor experience to include mechanical equipment repair or plumbing experience; preferably supplemented by completion of six (6) accredited college hours; including one (1) year of experience as an Utility Service Worker II; or an equivalent combination of training and experience per Personnel Policies and Procedures, Section 128. Refer to the Utility Service Progression Criterion Document for additional requirements.

Knowledge, Abilities, and Skills: Good knowledge of manual work practices, methods, hazards and materials used in the repair and maintenance of residential and light commercial water meters; and good knowledge of the hazards and safety precautions of the work and the water distribution system. Ability to detect and diagnose defects in water meters, make repairs/replacement and ensure proper operation; ability to properly utilize plumbers tools and appropriate repair materials; ability to work on a small crew or independently and plan work projects meeting quotas; ability to communicate effectively and deal with irate customers on a daily basis; ability to maintain detailed work records, utilizing appropriate computer applications; ability to perform complex mathematical calculations; ability to perform tasks under generally unfavorable conditions such as extreme heat, cold, wetness in a confined space and extremely awkward positions; and the ability to understand and influence the behavior of others within the organization, customers or the public in order to achieve job objectives and cause action or understanding. Skilled in the use and care of laptop computer, hand tools and small power equipment.

Physical Requirements: Physical requirements include standing and walking; frequent lifting up to 60 pounds and occasional lifting up to 80 pounds; frequent carrying up to 60 pounds and occasional carrying up to 80 pounds; frequent pushing up to 20 pounds and occasional pushing up to 60 pounds; frequent

pulling up to 20 pounds and occasional pulling up to 60 pounds; frequent balancing, bending, reaching, kneeling, crawling, handling, climbing, and twisting; occasional feeling and smelling; and vision, speech, and hearing sufficient to perform essential tasks.

Licenses and Certificates: Possession of a valid Oklahoma Class "A" Commercial Driver's License (CDL) with an "N" endorsement within 6 months of hire date; must obtain a Class "D" Water License from the Oklahoma Department of Environmental Quality (ODEQ) within 6 months of hire date; and Confined Space Entry, Trenching and Shoring Certification as a competent person.

WORKING ENVIRONMENT: Working environment is primarily outdoors and occasionally indoors, and in inclement weather. May be exposed to the following: hazardous materials, flammable liquids, traffic, cramped work areas, weather/temperature extremes, underground gas/electric/petroleum lines, rough terrains, cutting/chipping/grinding, damp/wet surfaces, snow/ice covered surfaces, animal bites, snake bites, insect bites, poisonous plants, toxic fumes/vapors/odors, confined spaces, high noise areas, and may be subject to shift changes.

Class Code: 8511

EEO Code: N-07

Pay Grade: LT-16

Group: Labor and Trades

Series: Unskilled and Semiskilled Labor

Effective date: June 8, 2010