

CLASS TITLE: UTILITY EMERGENCY RESPONSE REPRESENTATIVE

PURPOSE OF THE CLASSIFICATION: Under general supervision acts independently to respond to general public initiated complaints, service orders or requests, and reports from City departments regarding all emergency problems within the City's rights-of-way; and other related assigned duties.

ESSENTIAL TASKS:

- Performs the initial response to public calls or work orders, examines problem, determines course of action and the resources needed, notifies appropriate support, and, if necessary, performs repairs or alleviates problem
- Responds to customer's emergency requests and investigates problems pertaining to breaks, leaks, torn out lines, pressure on hydrants, burst meters, turning water on and off, and other complaints
- Performs daily departmental mail courier route in some positions
- Tests the water in the distribution system for chlorine residual
- Maintains daily documentation of work reported and performed and related paperwork
- Makes immediate or future work recommendations to appropriate department or section to insure public safety and traffic flow
- Handles street maintenance and pump station emergencies after regular hours
- Checks reservoir lights
- Installs and removes water meters
- Keeps daily inventory and maintains tools and safety vehicles and equipment necessary for repairs and emergency response
- Determines and effectively utilizes the traffic safety equipment required to assure public safety and a safe worksite

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 four (4) years of progressively responsible experience in analysis and repair of the City street and/or water distribution systems; or an equivalent combination of training and experience per Personnel Policies and Procedures, Section 128.

Knowledge, Abilities, and Skills: Good knowledge of street maintenance and water distribution systems; good knowledge of the terminology, tools, methods, and materials used in street maintenance and water distribution system problem analysis and repair; good knowledge of hazardous conditions and the hazards and safety precautions of the work; good knowledge of City emergency resources and equipment and the applicable rules and regulations; and some knowledge of sound transmission theory. Ability to use electronic equipment to discern valve and/or leak detection; ability to use hand tools, hydrant tools and other manual repair equipment; ability to efficiently use the water atlas; ability to work independently and make appropriate decisions quickly and efficiently in emergency situations; ability to deal with irate citizens in handling emergency problems; and the ability to courteously and tactfully communicate with fellow workers, supervisors, other members of the organization, and the public in giving and receiving information.

Physical Requirements: Physical requirements include frequent walking and standing; frequent lifting and carrying up to 10 pounds with occasional lifting and carrying up to 60 pounds; frequent pushing and pulling up to 60 pounds;

frequent reaching, balancing, kneeling, bending, handling, and twisting; occasional climbing and smelling; and vision, speech, and hearing sufficient to perform essential tasks.

Licenses and Certificates: Possession of a valid Class "A" Commercial Driver's License (CDL) with appropriate endorsements within six (6) months of hire date; and possession of the appropriate valid

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Oklahoma Class "D" Water/Wastewater License as issued by the Department of Environmental Quality (DEQ) within six (6) months from hire date.

WORKING ENVIRONMENT: Working environment is primarily outdoors and occasionally indoors, and in inclement weather. May be exposed to the following: hazardous materials and conditions, flammable liquids, traffic, cramped work areas, excessive dust, weather/temperature extremes, trench excavations, underground gas/electric/petroleum lines, rough terrains, cutting/chipping/grinding, hazardous/toxic atmospheres, sewage, damp/wet surfaces, snow/ice covered surfaces, confined spaces, high noise areas, and may be required to work holidays or mandatory overtime.

Class Code: 8534

EEO Code: N-07

Pay Grade: LT-16

Group: Labor and Trades

Series: Unskilled and Semiskilled

Effective date: February 10, 2014