



## City of Irving Job Description

### Senior Utility Service Technician

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<b>FLSA Status:</b>	Non-Exempt	<b>Job Department:</b>	Water Utilities
<b>Job Code:</b>	36562	<b>Reports To (Job Title):</b>	Designated Supervisor

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#### **PURPOSE**

To provide leadership and technical assistance to the Water Utilities Department including prioritizing and organizing projects and jobs within the Utility Services Section and in resolving the location, investigation and repair interruptions to the water system.

#### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily.\*

- Serve as a lead worker in the Utility Services Group, which includes coordinating assignments for utility service technicians and in supporting large meter testing and repair.
- Respond to emergency water cut offs, water main leaks or breaks and locate source of emergency.
- Perform leak investigation and detection with the use of electronic listening equipment.
- Test, repair, and replace small/large water meters and all meter boxes.
- Repair leaks on water services and sprinkler lines.
- Collect payment for service cut offs and restores.
- Perform cutoffs, disconnects of service, green tags, new service starts and rereads of accounts for Customer Service Division.
- Prepare work orders for each job performed.
- Assist with utility locates and water ordinance violation patrols; write warnings and citations as appropriate.
- Serve as first responder to all emergency calls including weekly scheduled on-call after-hours emergencies.
- Answer public inquiries and provide information, which includes investigating requests and complaints.
- Performs related duties as assigned.

#### **OTHER DUTIES AND RESPONSIBILITIES**

- Prepare equipment and tools for daily duties.
- Operate main line and fire hydrant valves as part of regular maintenance program.
- Pick up and delivers parts and equipment to job sites.
- Transport crews to/from job sites as needed.
- Flush fire hydrants as required by TCEQ to maintain water quality.

## **SUPERVISORY RESPONSIBILITIES**

Functional and Technical Supervision - Regular responsibility for giving direction and guidance to employees as a lead worker, project manager or internal advisor. As an ongoing part of the position, the employee can expect to supervise approximately 1-10 employees.

## **FINANCIAL / BUDGETARY RESPONSIBILITY**

May make purchases of materials or equipment with the use of a p-card.

## **QUALIFICATIONS:**

The requirements listed below are representative of the knowledge, skill, and/or ability required.\*

### **EDUCATION**

- High School Diploma or GED to meet basic requirements established by the Texas Commission on Environmental Quality.

### **EXPERIENCE**

- Two (2) years of experience in utilities maintenance.

### **CERTIFICATES, LICENSES, REGISTRATIONS**

- Appropriate valid Texas Class A commercial driver's license.
- Class C water distribution license from the Texas Commission on Environmental Quality.

### **KNOWLEDGE OF**

- Environmental Laws and Regulations and its Application: Federal, state, and local environmental laws and the ability to apply current information to given situations.
- Regulations (Generally): Federal, state, and municipal restrictions, laws, and ordinances.
- Customer Service: Principles and processes for providing customer and personal services including a desire to help customers regardless of their circumstance.
- English Language: The structure and content of the English language, including the meaning of words and grammar.
- Maintenance Principles: Processes involved in upkeep of property and equipment to optimum state of cleanliness, repair, and efficiency.
- Safety measures: Trench safety; confined space entry parameters, work zone safety, hazardous materials handling, climbing safety and general office safety.

## **SKILLS AND ABILITIES IN**

- Cooperation: Establishing and maintaining positive working relationships with those contacted in the course of work.
- Active Learning: Working with new material or information to grasp its implications.
- Active Listening: Listening to what others are saying and asking questions as appropriate.
- Complex Problem Solving: Identifying complex problems and reviewing related information to develop and evaluate options and implement solutions.
- Critical Thinking: Using logic and analysis to identify the strengths and weaknesses of different approaches.
- Goal-oriented Crisis Communication: Effectively structuring one's questions, answers, and listening interaction with clients to determine their needs in urgent situations.
- Management of Material Resources: Obtaining and overseeing the appropriate and efficient use of equipment, facilities and materials needed to complete certain work.
- Self-Management: Working well independently and without supervision.
- Interactive Presentation: Effectively presenting information and respond to questions from groups of managers, clients, customers, and the general public.
- Technical Reasoning: Interpreting an extensive variety of technical instructions in mathematical or diagram form.
- Inductive Reasoning: Combining separate pieces of information or specific answers to problems to form general rules or conclusions. This includes coming up with a logical explanation for why a series of seemingly unrelated events occur together.
- Written and Oral Expression: Communicating information and ideas in writing, as well as through speech, so others will understand.
- Oral Comprehension: Listening to and understanding information and ideas presented through spoken words and sentences.
- Reading Comprehension: Reading and interpreting documents.

## **GUIDANCE RECEIVED**

### **General Instructions and Established Precedent/Procedures**

Follows general supervisory instructions, as well as policies and precedents open to judgment in some areas and more specific guidelines, policies and procedures in others. Based on knowledge of policies, precedents and procedures, may assist others with standard work methods and problems.

## **CONTACTS**

Works with water customers to resolve problems with services, as well as with other city departments and outside agencies.

## **EQUIPMENT AND PROPERTY**

Employee must use a wide variety of manual and power tools and equipment which includes a vacuum trailer, specialized leak detection equipment, line tracer, metal detector, meter reading equipment and others. In addition, office equipment such as computers, copiers and printers are used.

## **PHYSICAL DEMANDS**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.\*

The employee constantly is required to drive a vehicle, see, grasp, handle, feel, kneel, lift up to 10 pounds, listen, smell, stand, and/or stoop. Frequently, s/he is required to balance, carry, lift up to 100 pounds, push, pull, sit, talk, and/or walk. S/he occasionally is required to climb and/or crawl.

## **WORK ENVIRONMENT**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.\*

The employee regularly is exposed to extreme vibration, blood-borne pathogens, confining work space, dirty environment, electrical hazards, extreme temperatures or weather conditions, air contamination, high and precarious work places, improper illumination, moving mechanical parts, noise, and/or toxic or caustic materials. This job requires the employee to make decisions directly affecting the safety of others. The noise level in the work environment is usually loud.

\* Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Note:** A class specification is a general listing of duties, responsibilities, knowledge, skills, and abilities required of an incumbent assigned to a particular class of work. There may be one or multiple positions assigned to a single classification; therefore, the class specification lists those work attributes that are common to every incumbent in the class.