

CITY OF HUNTINGTON BEACH

CLASS SPECIFICATION



TITLE: WATER DISTRIBUTION METERS LEADWORKER

PERSONNEL COMMISSION APPROVAL: JANUARY 15, 2020 (Revised)

COUNCIL APPROVAL: SEPTEMBER 5, 2006

JOB CODE: 0377

EMPLOYMENT STATUS: REGULAR FULL-TIME

UNIT REPRESENTATION: MEA

FLSA STATUS: NON-EXEMPT

EEOC CODE: SKILLED CRAFT WORKER

JOB SUMMARY

Under general supervision, oversees crews and performs a variety of semi-skilled and skilled tasks in the operation of the City's water meter repair and customer service programs, and performs other duties as required within the scope of the classification.

SUPERVISION RECEIVED AND EXERCISED

Reports to: Water Distribution Meters Crew Leader

Supervises: Water Meter Repair Technicians

DISTINGUISHING CHARACTERISTICS

The Water Distribution Meters Leadworker is a working supervisor with responsibility for performing and leading workers that perform a variety of semi-skilled water meter repairs and customer service tasks. It is distinguished from the skilled trades classes that require journey level experience in a particular trade or craft. It is further distinguished from the Water Meter Repair Technician, Field Service Representative and Water Meter Reader classes as a Leadworker.

EXAMPLES OF ESSENTIAL DUTIES

Customer Service Assignment

- Performs service connections and disconnections
- Investigates high water usage complaints
- Makes corrections on customer accounts and rereads.
- Follows up on vacant, non-usage and delinquent accounts
- Conducts dwelling unit audits
- Provides proper account-to-meter identification
- Performs maintenance on the water billing system
- Set and adjust the meter reading schedule

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Repair/Service Assignment

- Inspects, repairs, rebuilds, tests and calibrates and overhauls both large and small water meter components
- Replaces and/or repairs vault lids, maintains flow-recording devices, reading devices and computer software
- Changes out water meters, air monitors and other related equipment
- As a Leadworker, prepares work schedules and assigns and reviews work
- Performs record keeping and maintains files on work performed and scheduled for maintenance and/or repair
- Responds to emergency calls for service on a call-out basis, reports to work as scheduled, and may be required to work a variety of schedules, including evenings, weekends and holidays as required
- Gather, track and maintain all water turn off data

Both repair/service and customer service assignments may be required to perform the following duties:

- Assists with the budget process
- Orders parts
- Communicate efficiently and effectively (verbally and in writing)
- Handle transactions in a professional manner, provide quality customer service and provide the most effective and efficient resolution for customer concerns and billing issues
- Assists in the training of employees
- Supports and actively promotes the City's safety programs
- Performs periodic safety inspections
- Identifies and corrects safety hazards.
- Utilizes computer systems and software applications
- Attends professional training to stay abreast of industry best practices
- Maintains a regular and consistent attendance record
- Travels to offsite locations within and outside the City
- Performs other related duties as required

The preceding duties have been provided as examples of the essential types of work performed by positions within this job classification. The City, at its discretion, may add, modify, change or rescind work assignments as needed.

MINIMUM QUALIFICATIONS

Any combination of education, training, and experience that would likely provide the

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knowledge, skills, and abilities to successfully perform in the position is qualifying. A typical combination may include:

Knowledge of:

- City and departmental rules
- Policies and procedures
- Equipment safety policies and procedures
- Machinery, equipment and tools necessary for the operation and repair of water meters
- Occupational hazards and safety precautions applicable to water meter operation and repair work
- Basic Computer Skills
- Utilize computers and technology efficiently and effectively
- Integrated systems of smart meters, communications networks, and data management systems which enable two-way communication between utilities and customers, and, specifically, Advanced Metering Infrastructure (AMI) highly desirable
- Computerized customer service and billing systems highly desirable

Ability to:

- Read and/or hear, understand and follow work orders and instructions
- Perform a variety of water meter operation maintenance tasks
- Use hand and power tools
- Follow safety practices and recognize hazards
- Carry out work assignments as instructed, independently and with minimal supervision
- Maintain accurate records
- Communicate effectively orally and in writing
- Establish and maintain cooperative work relationships with those contacted in the course of work
- Understand and utilize computers and technology, integrated systems of smart meters, communications networks, and data management systems, which enable two-way communication between utilities and customers effectively and efficiently. Advanced Metering Infrastructure (AMI) highly desirable
- Understand and utilize computerized customer service and billing systems effectively and efficiently
- Delegate and assign work and keep track of tasks through completion
- Accurately and input information into the work order system as appropriate
- Troubleshoot and resolve AMI, billing, meter reading and related customer service issues

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ADHERE TO ALL APPLICABLE RULES AND REGULATIONS AND PERFORM ESSENTIAL FUNCTIONS OF THE JOB WITH OR WITHOUT REASONABLE ACCOMMODATION

Education: High School diploma or equivalent certificate.

Experience: Three (3) years' general water meter operation experience.

Certifications/License:

- Possession of a valid California Class C driver license and an acceptable driving record are required at the time of appointment and throughout employment
- A valid California Class A driver license with a tanker endorsement desirable.
- Repair/Service Assignment: State of California Water Resource Control Board Water Distribution Certification Grade 2 (or higher) at the time of appointment and maintained throughout employment.
- Customer Service Assignment: Level 1 Water Conservation Practitioner certification issued by the American Water Works Association (AWWA) is required at the time of appointment and throughout employment, plus a State of California Water Resource Control Board Water Distribution Certification Grade 1 (or higher) required within the probationary period and thereafter maintained throughout employment

SPECIAL CONDITIONS: Employees regularly assigned/required to drive a city or personal vehicle in the course and scope of work, shall be required to participate in the DMV Employer Pull Notice Program.

Positions in this classification are deemed safety sensitive under Department of Transportation (DOT) and Federal Motor Carrier Safety Administration (FMSCA) regulations and subject to drug and alcohol testing.

Public Employee Disaster Service Worker: In accordance with Government Code Section 3100, all Huntington Beach City employees are required to perform assigned disaster service worker duties in the event of an emergency or a disaster.

PHYSICAL TASKS AND ENVIRONMENTAL CONDITIONS: Work may involve exposure to potential physical harm, dangerous machinery, and performs moderate to heavy work in all types of weather. There is frequent need to stand, stoop, walk, climb, balance, lift, push, pull, move and drag objects which may weigh as much as fifty (50)

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pounds, and up to one hundred (100) pounds with the use of proper equipment or assistance, and perform other similar actions during the course of the workday.

Work is performed both indoors and outdoors. General office work involves the use of a computer keyboard and related equipment, sitting, standing, walking, climbing, stooping, crouching, twisting, bending, pushing, pulling, reaching, grasping, lifting and moving tools and equipment. When work is performed outdoors, there may be full exposure to various weather conditions including elevated noise, wind, rain, sun exposure, extreme temperatures, etc. When necessary, the individual assigned must utilize approved safety equipment and protective gear, including, but not limited to, steel-toed boots, hard hat, safety vest, eye protection, and/or hearing protective devices, as needed.

The incumbent must be able to meet the physical requirements of the class and have mobility, balance, coordination, vision, hearing and dexterity levels appropriate to the duties to be performed. Reasonable accommodations for an individual with a qualified disability will be considered on a case-by-case basis.

Est. December, 2001
Rev. August, 2004
Rev. December 2019/bam