

TITLE: Utility Services Technician

WS-ADM/7-808

DEPARTMENT: Water System-Administration, Fayette County

JOB SUMMARY: This position is responsible for Utility Service operations and includes locating underground water lines, providing service to customers in the field and participating in meter reading operations.

MAJOR DUTIES:

- Reviews and codes UPC tickets.
- Closes tickets when location is marked.
- Locates and marks water lines for new construction projects.
- Meets with contractors on the job-site as needed.
- Turns water service on and off as appropriate.
- Locks meter off on delinquent account.
- Provides service to customers with high bills, pressure problems, odors, air in water lines, and discoloration.
- Responds to customer calls for service and billing related needs.
- Flushes fire hydrants and performs inspections of fire hydrants.
- Reads water meter with hand-held computer units and with computer equipment.
- Read meters manually as necessary; ensures all valves are open; pumps water from vault as needed.
- Repairs water meters; replaces meters as necessary.
- Performs other related duties as assigned.

KNOWLEDGE REQUIRED BY THE POSITION:

- Knowledge of water meter, water line and hydrant locations.

- Knowledge of the installation, repair, and maintenance of water meters.
- Knowledge of computers and job related software programs.
- Knowledge of as-built water system plans.
- Knowledge of Water System operations, policies, and procedures.
- Knowledge of county policies and procedures.
- Skill in the determination and resolution of water service problems.
- Skill in the operations of an assigned vehicle.
- Skill in maintenance of required records.
- Skill in locating and marking underground water lines.
- Skill in oral and written communication.

SUPERVISORY CONTROLS: The Utility Services Manager and Assistant Manager assigns work in terms of general instructions. The manager spot-checks completed work for compliance with procedures, accuracy, and the nature and propriety of the final results.

GUIDELINES: Guidelines include county and department standard operating procedures. These guidelines are generally clear and specific, but may require some interpretation in application.

COMPLEXITY: The work consists of related duties in locating underground utilities, meter reading and repairs, computer reading equipment, meeting with customers, cutting water on and off as needed. Inclement weather conditions and heavy traffic contribute to the complexity of the position.

SCOPE AND EFFECT: The purpose of this position is to locate underground water lines, provide field service to Water System customers and participate in meter reading operations. Success in this position contributes to the efficiency of Water System operations.

PERSONAL CONTACTS: Contacts are typically with co-workers, customers, and members of the general public.

PURPOSE OF CONTACTS: Contacts are typically to give or exchange information; resolve problems; and provide services.

PHYSICAL DEMANDS: The work is typically performed while intermittently sitting, standing, stooping, bending, or crouching. The employee frequently lifts light and occasionally heavy objects and climbs ladders.

WORK ENVIRONMENT: The work is typically performed outdoors and occasionally in cold or inclement weather. The employee may be exposed to noise, dirt, dust, grease, and machinery with moving parts. The work requires the use of protective devices such as masks, goggles, or gloves.

SUPERVISORY AND MANAGEMENT RESPONSIBILITY: None.

SPECIAL CERTIFICATIONS AND LICENSES: Possession of a valid State of Georgia driver's license (Class C) and a satisfactory Motor Vehicle Record (MVR) in compliance with County Safety and Loss Control Guidelines. Completion of the State of Georgia Department of Transportation Defensive Driving Course and/or Emergency Vehicle Operation Certification within twelve (12) months of employment.

ADA COMPLIANCE: Fayette County is an Equal Opportunity Employer. ADA requires the County to provide reasonable accommodations to qualified individuals with disabilities. Prospective and current employees are invited to discuss accommodations.

HIPAA COMPLIANCE: The Health Insurance Portability and Accountability Act of 1996, as amended, requires employees to protect the security of Protected Health Information (PHI) however it is obtained, handled, learned, heard or viewed in the course of their work.

DRUG AND ALCOHOL COMPLIANCE: In accordance of Fayette County's Substance Abuse Policy of 1996, as amended, all job applicants offered employment will undergo testing for the presence of illegal drugs and alcohol as a condition of employment. In the course of employment, employees are subject to random, reasonable suspicion, post-accident and routine fitness for duty testing for illegal drugs and alcohol abuse. Employees are prohibited to work under the influence, to possess, to distribute or to sell illegal drugs in the work place or abuse alcohol on the job. Confirmed positive is reason for denial of employment and/or termination.

MINIMUM QUALIFICATIONS

- Knowledge and level of competency commonly associated with completion of specialized training in the field of work, in addition to basic skills typically associated with the completion of high school or equivalent.
- Sufficient experience to understand the basic principles relevant to the major duties of the position usually associated with the completion of an apprenticeship/internship or having had a similar position for one to two years.
- Possession of or ability to readily obtain a valid driver's licenses issued by the State of Georgia for the type of vehicle or equipment operated.