

Water Service Inspector

FLSA Status: Covered
Bargaining Unit: District Council of Trade Unions (DCTU)

General Summary

Positions in this broad class review and inspect water services for city customers and enforce water service policies.

Water Service Inspector I - 30000135

Distinguishing Characteristics

This classification is distinguished from other classes by the focus on reviewing and inspecting water services provided to City customers, including customer relations and enforcement of policy for residential and commercial accounts.

Typical Duties/Examples of Work

1. Investigates variations in consumption together with customer to determine probable cause and locations of water leaks; suggests appropriate repairs.
2. Inspects unusual variations in water consumption to determine probable cause.
3. Terminates water service for non-payment, repairs or vacancies.
4. Verifies previous meter readings for accuracy, meter information, address verification, or for final bills.
5. Inspects and verifies that proper repairs have been made to the water supply line for residential and commercial accounts; inspects and determines emergency situations.
6. Provides customer service in the field by delivering urgent notices, delinquent bills and returned checks to customers; reinstates water service as appropriate.
7. Resolves customer complaints; verifies utility charges.
8. Performs, orders repairs, maintenance and services for a variety of water service needs.
9. Performs related duties as assigned.

Required Knowledge, Skills and Abilities

Knowledge of: water consumption equipment, procedures and terminology; billing practices; leak testing methods and procedures

Ability to: verify utility charges; prepare accurate reports

Skill in: oral and written communication; reading and applying rules, regulations and rates; providing effective customer service; diffusing and resolving difficult situations; troubleshooting, diagnosis and repair of equipment

Special Requirements

Valid state Driver's License; confined space entry certification; first aid (CPR certification)

Classification History:

Adopted: 2-03-99:

Class created as a result of DCTU Classification and Compensation Study 1998-99.

This class is composed of the following classes:

1711 Water Service Inspector, Revised 08-17-84

June 2009 - Change Job Class number from 1705 to 30000135, due to system change.

Water Service Inspector II - 30000136

Distinguishing Characteristics

This classification plans, schedules, and coordinates the daily work of Water Service Inspectors, provides advice and assistance in the field, and performs the work of a Water Service Inspector in reviewing and inspecting water services provided to City customers.

Typical Duties/Examples of Work

1. Plans, schedules and coordinates daily work assignments; prioritizes and routes work; balances work load among inspectors considering volume and type or level of work to be done.
2. Provides advice and help to inspectors in the field, over the phone/radio or in person; serves as backup when customer requests second opinion.
3. Covers an Inspector route, including all duties of the Water Service Inspector.
4. Makes time-sensitive decisions when supervisor is not available, such as weather-related concerns.

5. Insures that proper inventory of work group equipment and supplies is available for inspectors use, including appropriate tags.
6. Assists after-hours staff with customer service issues; follows-up on customer complaints; provides training and advice.
7. Assigns overtime and on-call work based on schedule and tracks equalization process.
8. Participates in Customer Service Group team leader meetings; addresses common tasks and issues; participates in problem solving among the work groups.
9. Tests new software, procedures and technological developments; provides comments and assists with planning; recommends changes in policy, procedures, or technical operations.
10. Performs related duties as assigned.

Required Knowledge, Skills and Abilities

Knowledge of: varying levels of meter reading and inspector work, including complexities and time requirements of various tasks; various service order types; water bureau policies and procedures regarding shut off, locks, leaks, locates, etc; consumption equipment, procedures and terminology; billing practices; leak testing methods and procedures

Ability to: prepare routes and schedules; diffuse hostile situations in field; assist co-workers and provide advice and training on field work and customer interaction; verify utility charges; prepare accurate reports

Skill in: planning and scheduling daily work routes; team problem-solving; coaching and advising coworkers; assessing impact of proposed changes in process or technology; oral and written communication; reading and applying rules, regulations and rates; providing effective customer service; diffusing and resolving difficult situations; troubleshooting, diagnosis and repair of equipment

Special Requirements

Valid state Driver's License; confined space entry certification; first aid (CPR certification)

Classification History:

Adopted: 12-24-03

June 2009 - Change Job Class number from 1706 to 30000136, due to system change.

Revised 11-15-11 - Added heavy manual labor to working conditions

Working Conditions

Work in this class series is typically performed in a field environment. Incumbent is typically required to negotiate rough terrain; to lift up to 50 pounds and shift manhole covers weighing over 100 pounds; to perform heavy manual labor; to work outdoors in all weather conditions..