



## Class Description

**Class Title: WATER SERVICE TECHNICIAN II**  
**Class Code: 206**

### **General Description**

The purpose of this class within the organization is to ensure that all customers receive water service.

This class works under close supervision according to set procedures.

### **Duties and Responsibilities**

**The functions listed below are those that represent the majority of the time spent working in this class. Management may assign additional functions related to the type of work of the class as necessary.**

### **Essential Functions:**

Examines meters for signs of leaking, malfunctioning, or damage.

Turns water services on and off as required; makes appointments for readings to be re-checked.

Makes field repairs to water meters and performs routine maintenance; pulls meters for calibration; installs meters.

Assists in making emergency repairs to water mains.

Performs hydrant and blow-off flushing to help alleviate distribution water quality problems.

Grease hydrants as needed.

### **Additional Duties:**

Provides customer service to check for low water pressure and other common problems related to the water meter.

Performs related work as assigned.





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### **Responsibilities, Requirements and Impacts**

#### **Data Responsibility:**

*Data Responsibility refers to information, knowledge, and conceptions obtained by observation, investigation, interpretation, visualization, and mental creation. Data are intangible and include numbers, words, symbols, ideas, concepts, and oral verbalizations.*

Computes or performs arithmetic operations using data or information.

#### **People Responsibility:**

*People include co-workers, workers in other areas or agencies and the general public.*

Serves others such as customers, attends to their requests and exchanges information with them.

#### **Asset Responsibility:**

*Assets responsibility refers to the responsibility for achieving economies or preventing loss within the organization.*

Requires minimum responsibility for only small quantities of low cost items or supplies where opportunities for achieving economies or preventing loss are negligible.

#### **Mathematical Requirements:**

*Mathematics requires the use of symbols, numbers and formulas to solve mathematical problems.*

Uses basic addition and subtraction, such as making change or measuring.

#### **Communications Requirements:**

*Communications involves the ability to read, write, and speak.*

Reads simple sentences, instructions or work orders; writes simple sentences and completes simple job forms; speaks simple sentences using basic grammar.





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### **Judgment Requirements:**

*Judgment requirements refer to the frequency and complexity of judgments and decisions given the stability of the work environments, the nature and type of guidance, and the breadth of impact of the judgments and decisions.*

Responsible for long range goals, planning and methodologies. Decision-making is focus of the job, affecting entire organization and surrounding population; works in an unstable environment with frequent and significant changes in conditions.

### **Complexity of Work:**

*Complexity addresses the analysis, initiative, ingenuity, concentration and creativity, required by the job and the presence of any unusual pressures present in the job.*

Performs semi-skilled work involving set procedures and rules, but with frequent problems; requires normal attention with short periods of concentration for accurate results or occasional exposure to unusual pressure.

### **Impact of Errors:**

*Impact of errors refers to consequences such as damage to equipment and property, loss of data, exposure of the organization to legal liability, and injury or death for individuals.*

The impact of errors is minor – affects only those in immediate work area.

### **Physical Demands:**

*Physical demands refer to the requirements for physical exertion and coordination of limb and body movement.*

Performs light work that involves walking or standing most of the time and involves exerting up to 20 pounds of force on a regular and recurring basis, or skill, adeptness and speed in the use of fingers, hands or limbs on repetitive operation of mechanical or electronic office or shop machines or tools within moderate tolerances or limits of accuracy.





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### **Equipment Usage:**

*Equipment usage involves responsibility for materials, machines, tools, equipment, work aids, and products.*

Handles or uses machines, tools, equipment or work aids involving moderate latitude for judgment regarding attainment of a standard or in selecting appropriate items.

### **Unavoidable Hazards:**

*Unavoidable hazards refer to the job conditions that may lead to injury or health hazards even though precautions have been taken.*

Involves routine and frequent exposure to extreme heat and/or cold; wet or humid conditions.

### **Safety of Others:**

*Safety of others refers to the level of responsibility for the safety of others, either inherent in the job or to ensure the safety of the general public.*

Requires some responsibility for safety and health of others and/or for occasional enforcement of the standards of public safety or health.

### **Minimum Education and Experience Requirements:**

Requires High School graduation or GED equivalent.

Requires some experience in the installation and repair of small mechanical equipment.

### **Special Certifications and Licenses:**

Valid Virginia Driver's License.

### **Americans with Disabilities Act Compliance**

The City of Petersburg is an Equal Opportunity Employer. ADA requires the City of Petersburg to provide adequate accommodations to qualified persons with





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disabilities. Prospective and current employees are encouraged to discuss ADA accommodations with management.

