



City of Kansas City, Missouri Job Class Specification

Job Title: WATER SERVICER

Department: WATER

Job Code: 5415

Status: NONEXEMPT

Grade: L-6

Summary

This is fieldwork in commencing and discontinuing water service to utility customers by turning water on and off; the replacement, reading or field repair of water meters and related appurtenances; and the inspection of licensed plumber's work.

Work involves responsibility for turning water service valves on or off at designated addresses and installing or exchanging water meters and related appurtenances, checking water meters and appurtenances for leaks and/or malfunctions, as directed. Work involves the use of maps and drawings to locate and dig up, and/or clean out curb boxes or meter vaults. Employees of this class must exercise some caution to be certain that they have correct locations and that no water damage will result from the installation or turning on of water service. Written work assignments are received, in advance, from a central office or orally by an assigned radio dispatcher. Work requires considerable tact and courtesy in dealing with utility customers and complaints as well as general knowledge of utility operations, policies and practices. Work is performed independently subject to occasional inspection by a technical supervisor; however, unusual or difficult problems encountered in the field are referred to an inspector or supervisor for solution.

Duties and Responsibilities

- Turns water on and off for consumers who are moving, for repairs, for delinquent bills or deposits, etc.
- Operates a water service truck and uses various small hand tools to install, replace, repair and test water meters; turns water service on or off; reports instances where major repair is necessary; inspects piping to be sure it is safe to install and/or replace water meters or water meter brass.
- Responds to emergency calls such as floods, broken pipes, main breaks, damaged hydrants or meters, and questionable water calls, and frozen meter calls.
- Inspects work performed by licensed plumbers as required by water department regulations.
- Inspects water meter connections for leaks and repairs or replaces water meter.
- Investigates water service complaints as directed by water department.
- Installs, repairs, replaces and tests encoder meters both large and small.
- Operates tapping equipment.
- Performs rechecks of original reads, which resulted in questions and/or complaints as directed by water department.
- Use maps, drawings and electronic equipment to locate and dig up, and/or clean out curb boxes or meter vaults.
- Investigates billing complaints, as directed by water department, by using approved field checklist.

Duties and Responsibilities (continued)	<ul style="list-style-type: none"> ▪ Locates and reads meters on hard to find meter vaults and provides new location information where needed. ▪ Reads water meters and records readings with a handheld electronic device as requested. ▪ Assist in the training of the use of equipment needed for the position. ▪ Performs related duties as required.
Technical Skills	<ul style="list-style-type: none"> ▪ Must demonstrate knowledge of the municipal water main network and the various connections between that network and points of residential, commercial, and industrial usage; the mechanical design, parts, and operation of water meters and water service components; meter reading and billing procedures; geography and street pattern of the area; basic plumbing principles and repair techniques. ▪ Must demonstrate ability to use handheld electronic devices as required. Assesses own strengths and weaknesses; Pursues training and development opportunities; Strives to continuously build knowledge and skills; Shares expertise with others. ▪ Must demonstrate ability to perform addition, subtraction, multiplication, and division of whole numbers and fractions.
Education and Experience	High school graduation and six (6) months experience in general construction, maintenance, or repair work.
Certificates/ Licenses/Special Requirements	<ul style="list-style-type: none"> ▪ Must possess a valid State –issued driver's license in accordance with the City of KCMO policies. ▪ May be required to possess a valid CDL (Commercial Driver's License) Class A, B, or C issued by the State of Missouri prior to the end of the employee's probationary period (appropriate CDL will be determined by the department) ▪ Must pass a physical examination as prescribed by the City. ▪ Must pass a background check as prescribed by the City. ▪ Will be required to pass a preemployment drug screen.
Supervisory Responsibility	None
Supervision Received	Work is performed under general supervision.
	<p>Note: This job description should not be construed to imply that these requirements are the exclusive standards of the position. Incumbents will follow any other instructions, and perform any other related duties, as may be required. Reasonable accommodation will be provided to qualified individuals with disabilities. The City of Kansas City has the right to revise this job description at any time. The job description is not to be construed as a contract for employment.</p>
Created	
Revised	10/79, 10/97, 10/03, 9/06, 2/07, 8/10, 8/2022