

WATER SERVICE MAINTAINER

DISTINGUISHING FEATURES OF THE CLASS: This position exists in the Upper Mohawk Valley Regional Water Board. This is technical, public contact work involving responsibility for the investigation of causes of water consumer complaints. The work is performed under direct supervision of a Senior Water Service Maintainer. Supervision is not normally a responsibility of this class. Does related work as required.

TYPICAL WORK ACTIVITIES: (Illustrative Only)

Investigates consumer complaints;
Determines cause of problems and makes adjustments when possible;
Notifies proper section when problem cannot be resolved;
Consults with superior on difficult or unusual problems;
Recommends necessary repairs when trouble is consumer's responsibility;
Maintains related records and reports;
May set meters for new consumers and reads meters for irregular accounts.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL

CHARACTERISTICS: Good knowledge of the methods for determining the causes of water consumer complaints; good knowledge of the geography of the water system; good knowledge of the methods, tools and equipment used in locating leaks in a municipal water system; ability to make recommendations for plumbing repairs; ability to understand and carry out written directions; ability to deal effectively with the public; demonstrated awareness of the importance of consumer relations; depend-ability; willingness to respond to problem calls at all hours; thorough-ness; accuracy; initiative and resourcefulness; good observation; good judgement.

MINIMUM QUALIFICATIONS: Either:

- (A) Graduation from high school or possession of a high school equivalency diploma **AND** two (2) years of water maintenance and repair activities in a municipal water system or as a trouble-shooter in a public service activity, such as a gas or electric company; **OR**
- (B) Four (4) years of experience, as outlined in (A) above; **OR**
- (C) An equivalent combination of training and experience as defined by the limits of (A) and (B) above.

NOTE: Verifiable part-time experience will be pro-rated toward meeting full-time experience requirements.

SPECIAL REQUIREMENT: Certain assignments made to employees in this class will require access to transportation to meet field work requirements in a timely and efficient manner.