

TITLE: CUSTOMER SERVICE MAINTAINER 2

CODE: 35305

GENERAL DESCRIPTION:

This is very responsible customer service maintenance work involving the investigation and resolution of varied and difficult water service problems with the assistance of a maintainer.

Work involves responsibility for safe, timely and effective resolution of field problems. Duties include investigating problems, making the necessary mechanical, plumbing or related repairs or replacements and overseeing any assigned assistant. This position also has the responsibility for making very difficult water service technical decisions in accordance with established procedures. This work requires that the employee have considerable knowledge, skill and ability in water service maintenance and plumbing techniques.

SUPERVISION RECEIVED:

Works under the general supervision of the Meter Supervisor.

EXAMPLES OF DUTIES:

Investigates difficult or major water service leaks, blockages and related problems and determines responsibility for correction. Confers with customers about District repair policies and referral resources.

Removes and replaces or repairs water meters, plumbing or appliances, as determined in the investigation. Works in residences, commercial and industrial premises, and in pits and vaults. Installs pressure and meter recorders. Inspects and flushes hydrants and gates.

Oversees assigned assistant in performance of maintenance. Schedules tasks, trains and assigns work.

Coordinates emergency pumping operations including the maintenance of three trailer-mounted pumps. Trains and schedules operators.

Performs work in a safe manner and observes all safety procedures.

Uses all tools, equipment and materials responsibly and performs basic inspection and preventive maintenance prior to use.

Performs work of lower classifications, as necessary.

TITLE: CUSTOMER SERVICE MAINTAINER 2

CODE: 35305

Maintains records and prepares reports of investigations and corrective action. Maintains inventory of tools, equipment, materials, and replacement parts.

Performs related work as required.

KNOWLEDGE, SKILLS AND ABILITIES:

Considerable knowledge of water service maintenance and plumbing methods, equipment and materials.

Considerable knowledge of water service problems and their causes.

Some knowledge of public administration principles and practices as applied to customer service maintenance.

Good ability to communicate orally and to lead a work assistant; some writing ability.

Good plumbing ability.

Considerable ability to investigate and resolve a wide variety of water service problems with firmness and tact, and to complete routine reports.

Good ability to oversee the activities of an assigned assistant.

Considerable ability to establish and maintain effective working relationships with coworkers, vendors, contractors, customers, and the general public.

QUALIFICATIONS:

A high school diploma or the equivalent plus six years of progressively responsible experience in water service maintenance and plumbing, or an equivalent combination of education and qualifying experience substituting on a year-for-year basis.

SPECIAL REQUIREMENTS:

Must have a valid driver's license.