



CITY OF POCATELLO CLASSIFICATION SPECIFICATION

Utility Service Worker

Department: Utility Billing

Reports to: Utility Billing Director

Pay Grade: H04

Date Established: 3/2014

Date Revised: 5/2017

FLSA Status: Non-Exempt

CLASSIFICATION SUMMARY

The Utility Service Worker turns on and shuts off water service to customers. The job verifies repairs on leaks and picks up payments at drop boxes.

The job requires the ability to maintain a collaborative and cooperative working relationship with elected and appointed officials, other City employees, other organizations, and the general public. The job requires the ability to organize, prioritize, and carry out tasks. The Utility Service Worker frequently interacts with customers who are uncooperative, hostile and upset that service is being disconnected.

The work environment is a public street environment that may include exposure to adverse weather conditions, traffic hazards and moving vehicles at the job site, hazards involving the use of tools and equipment, and aggressive dogs. Work is carried out independently, working alone in the field. Meter boxes may be inhabited by spiders and/or snakes. The noise level is generally moderate.

ESSENTIAL DUTIES AND RESPONSIBILITIES *(illustrative only and may vary by assignment)*

Accessing the City meter box, turns on water service to new customers, shuts off service to delinquent customers or vacant structures, and restores service to customers who have become current on payment for service.

Replaces defective and/or frozen water meters. Verifies that reported leaks have been repaired. Maintains detailed work reports of daily activities.

Retrieves payments from drop boxes in various locations in the City. Picks up daily City Hall mail. Delivers outgoing mail and bulk mailing to the post office.

Connects and disconnects seasonal irrigation systems.

Performs minor maintenance and cleanouts around meters and in meter boxes.

Assists in reading meters as needed.

Performs other duties as assigned. Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this position at any time.

CLASSIFICATION REQUIREMENTS

The requirements listed below are representative of the minimum knowledge, skill, and/or ability required for an individual to satisfactorily perform each essential duty satisfactorily and be successful in the position.

Knowledge of:

- Customer service methods, techniques, and objectives;
- The operation of City water meters, including turning service on and off to customers;
- City street layout and grid;
- All Department policies and procedures with emphasis on turning on and shutting off water service;
- City policies regarding safe work practices;

- Operation of basic office equipment including a personal computer.

Skill and Ability to:

- Provide efficient customer service under occasionally stressful conditions and to communicate effectively with people who may be angry, frustrated or confused. Provide efficient customer service to persons of varied backgrounds and experiences;
- Turn on and shut off water service from City meter boxes;
- Perform minor maintenance on meter boxes, including replacing defective and/or frozen meters;
- Operate hand tools required for the assigned tasks;
- Operate a cell phone and motor vehicle;
- Operate a personal computer and job-related software and applications;
- Maintain a collaborative and cooperative working relationship with elected and appointed officials, other city employees, and the public;
- Maintain a professional demeanor at all times;
- Communicate effectively in the English language at a level necessary for efficient job performance;
- Complete assignments in a timely fashion; understand and comply with all rules, policies and regulations;
- Perform all duties in accordance with City policies and procedures with regard for personal safety and that of other employees and the public.

ACCEPTABLE EXPERIENCE, TRAINING, LICENSES AND/OR CERTIFICATIONS

- High school diploma or GED required;
- Idaho driver's license required.

An equivalent combination of education and experience that provides the required skills, knowledge and abilities to successfully perform the essential functions of the position may be considered.

PHYSICAL REQUIREMENTS

While performing the duties of this classification, the employee is frequently required to stand, walk, sit, stoop, kneel, bend, use hands to handle materials, keyboard or type, reach with hands and arms, use hand tools, and operate a motor vehicle. The employee must occasionally lift and/or move up to 75 pounds. Sufficient visual acuity and hearing capacity to perform the essential functions and interact with the public is required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.