

FIELD SERVICE LEADWORKER

CLASS DESCRIPTION

General Responsibilities:

This is skilled lead work relative to the installation, maintenance, testing, and repair of the full range of Water Utility meters. The incumbent is responsible for training and leading Field Service Representatives (FSR) 1-3, and overseeing the day-to-day operations and administration of the Water Meter Repair Shop. The employee in this class assigns and checks water meter repair work and provides the highest level of mechanical expertise in identifying and resolving water meter repair and/or installation problems. The employee is responsible for assigning, reviewing, and clearing field work orders completed by FSR staff using the Field Deployment Manager (FDM). Employee is responsible for training new FSRs, assess training needs of staff, and report performance assessments to supervisor. This work is performed under the general supervision of the Customer Services Manager. Supervision is normally limited to evaluation for compliance with program objectives.

Examples of Duties and Responsibilities:

Perform the full range of meter tests and repairs both in the shop and in the field. Maintain the field hardware inventory of the Fixed Network including Cell Control Unit's (CCU), Repeaters and Endpoints. Oversee the adjustment and operation of testing equipment and intercede when special or difficult problems in meters occur.

Coordinate and maintain the requisition of materials, supplies and parts. Maintain an inventory of new and used meters. Assist in the selection of specialized equipment used for shop and field personnel.

Make assignments, lay out daily work and trouble shoot/problem solve for FSRs assigned to the Meter Shop. Provide technical assistance and consultation to Meter Conversion Program.

Provide plumbers/contractors and property owners with technical data/information on installation and usage of meters. Interpret and apply Public Service Commission rules and regulations relative to water meters.

Coordinate the Field Deployment Manager (FDM) work orders generated by Customer Service Representatives (CSR). Assign work orders to FSRs and check work done by FSRs, coordinate schedules, and establish priorities, including priorities for special projects. Take corrective steps to assure work standards and rules are adhered to. Identify and document performance problems and refer them to Customer Service Supervisor. Review and clear completed work orders in FDM. Upload completed work orders to Customer Information System (CIS). Maintain records of meter test, repairs, and schedules.

Train, assign and oversee employees in testing, repair, and change of meters in the shop and in the field. Give advice and instructions on more difficult repair problems and participate in shop and field repairs.

Prepare time and material estimates for exceptional areas (e.g., frozen, damaged meters, private repair and test jobs, where there is no standard charge to property owners).

Assist Customer Service Manager in budgeting items (e.g., supplies, statistics and cost estimates), purchasing, and payroll. Provide Customer Services Manager with performance data.

Implement and remain current on technical requirements of cross connection control program. Coordinate changes in the program with Customer Service Manager.

Bill work done for private contractors or other municipalities.

Maintain good relations with property owners, contractors and the public.

Prepare reports on work performed. Provide information to supervisors and customers. Answer questions and provide assistance as indicated.

Perform related work as required.

QUALIFICATIONS

Knowledge, Skills and Abilities:

Thorough knowledge of the methods, materials, and techniques utilized in repairing and testing water meters of various sizes and manufacture. Thorough knowledge of Public Service Commission rules and regulations regarding residential and commercial water meter installation. Thorough knowledge in plumbing installation materials, methods, and safety, procedures. Working knowledge of water meter mechanics and components. Working knowledge of piping and/or hydraulic connections (flanged, bolted and screw type). Working knowledge of common hand and power tools. Working knowledge of related mechanical principles. Working knowledge of safety procedures and precautions as relates to meter repair activities. Knowledge of cross connection inspection techniques. Knowledge of the Department of Natural Resources cross connection control program. Knowledge of basic leadwork practices. Qualified for confined space entry. Ability to assess functioning of water meters and remote registers and transmitters and to perform field repairs of meters, registers, and transmitters. Ability to assess workloads and assign staff in accordance with work goals and in response to changes. Ability to inspect the work of other employees and to instruct them in proper work methods. Ability to make time and material estimates and to keep records. Ability to prepare and maintain records and reports. Ability to use a computer to keep records. Ability to establish and maintain effective public relations with water service customers, and co-workers. Ability to communicate effectively, both orally in writing. Ability to communicate using radio equipment. Ability to train and motivate others to work efficiently and cooperatively, and evaluate their work. Ability to use common hand tools and water testing equipment. Ability to see and work in dark places. Ability to safely operate a Water Utility vehicle. Ability to maintain adequate attendance.

Training and Experience:

Generally, positions in this classification will require:

Two years of skilled work in the installation, maintenance, testing, and repair of water meters comparable in level to that of a City of Madison Field Service Representative 3. Other combinations of training and/or experience which can be demonstrated to result in the possession of the knowledge, skills and abilities necessary to perform the duties of the position will also be considered.

Specific training and experience requirements will be established at the time of recruitment.

Necessary Special Qualifications:

Possession of a valid Wisconsin driver's license and ability to operate a Water Utility vehicle.

Physical Requirements:

Employees in this position must be able to lift/carry objects weighing up to 20 pounds on a regular basis and objects weighing up to 50 pounds on occasion. In addition, employees must be able to frequently walk, stand, bend, twist, squat, climb and reach for extended periods of time. This position may require some work outdoors in all types of weather.

Department/Division	Comp. Group	Range
Public Works/Water Utility	16	15

Approved: _____
Brad Wirtz
Human Resources Director

Date