

CITY OF MADISON POSITION DESCRIPTION

1. Name of Employee (or "vacant"):

Work Phone:

2. Class Title (i.e. payroll title):

Comp Group 16; Range 14

3. Working Title (if any):

Field Service ~~Representative~~ Leadworker 1

4. Name & Class of First-Line Supervisor:

Customer Service Manager

Work Phone: 608.266.4656

5. Department, Division & Section:

Water Utility, Customer Service

6. Work Address:

119 E Olin Avenue

7. Hours/Week: 40

Start time: 7:30 am End time: 3:30 pm

8. Date of hire in this position:

9. From approximately what date has employee performed the work currently assigned:

10. Position Summary:

This is specialized skilled lead work relative to the installation, inspection, maintenance, testing, and repair of the full range of Water Utility meters. The incumbent is responsible for training and leading Field Service Representative's (FSR) 1-3. The employee in this class provides the highest level of mechanical, plumbing and electronic expertise in identifying and resolving water meter repair and/or installation problems. Employee is responsible for training new FSR's, assisting in assessing training needs of staff and reporting performance assessments to the Meter Operations Unit Supervisor. This work is performed under the general supervision of the Meter Operations Unit Supervisor. Supervision is normally limited to evaluation for compliance with program objectives.

11. Functions and Worker Activities: (Do NOT include duties done on an "Out-of-Class" basis.)

15-25% A. Meter Lab

1. Participate and train in the full range of meter tests and repairs in the lab.
2. Participate in the adjustment and operation of lab testing equipment. Diagnose and repair equipment and meters when special or difficult problems occur.
3. Provide plumbers/contractors and property owners with technical data/information on installation and usage of meters.
4. Assist in the selection of specialized equipment used for lab and field personnel.
5. Provide technical assistance and consultation to Field Service Analysts and Water Supply and Distribution Departments in future site design for new meter installations to conform with PSC testing requirements.

50-60% B. Field Leadworker

1. Evaluate current site design and make installation recommendations of well meters and other reference/district meters. Recommend modifications on existing meter sets to come into compliance with PSC code testing requirements.
2. Maintain and update well and station meter field testing processes using a variety of tools including using Ultrasonic/Doppler flow meters and insertion Magnetic flow meters, etc. in the field, in compliance with PSC code.
3. Use spreadsheets and testing software to maintain records of meter test, repairs, and schedules.
4. Train employees in testing, repair, and exchange of meters in the field.
5. Participate in the adjustment and operation mobile field testing equipment and intercede when special or difficult problems in meters occur.
6. Maintain field meter reading equipment and software.

20-30% C. Administrative Duties

1. Remain current on technical requirements of cross connection control program.
2. Remain current with confined space and traffic control training.
3. Make 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).
4. Assist Meter Operations Unit Supervisor in budgeting items (e.g., supplies, statistics and cost estimates), purchasing, and payroll.
5. Assist Meter Operations Unit Supervisor with performance feedback.
6. Interpret and apply Public Service Commission rules and regulations as it pertains to water meters.
7. Maintain confined space program and safety equipment for compliance with OSHA/Commerce Dept. standards.
8. Perform all other duties as assigned.

12. Primary knowledge, skills and abilities required:

2 Years experience of the methods, materials, and techniques utilized in repairing and testing water meters of various sizes and manufacture. 2 years experience with Public Service Commission rules and regulations. 4 years of experience in plumbing installation materials, methods, and safety procedures. Knowledge of the Department of Natural Resources cross connection control program. Qualified for confined space entry. Qualified to work in street traffic and trained in traffic control safety. Ability to fabricate and/or modify parts and make necessary complex field repairs requiring judgement and discretion to maximize efficiency and accuracy of Water Meters. Ability to use testing/analysis software and program highly complex meter types. 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 establish and maintain effective public relations with water service customers, and co-workers. Ability to communicate effectively, both orally and in writing. Ability to train and motivate others to work efficiently and cooperatively, and evaluate their work. Skill in the use of hand tools, and skill in the operation of

water testing equipment. 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 this position will also be considered.

13. Special tools and equipment required:

14. Required licenses and/or registration:

This position requires possession of a valid Driver's License. You are required to complete a Driving Supplemental Application for City of Madison Positions Requiring a Commercial Driver's License (CDL) and/or Driver's License. Ability to Certify as qualified to operate Ultrasonic/Doppler transit meters within 6 months of accepting the position.

15. Physical requirements:

Ability to climb ladders and stairs. Ability to lift up to 50 pounds. Incumbents will be expected to travel throughout the City of Madison. This will involve extended periods of time driving a vehicle and operating a hand-held reading device. Incumbents will be expected to drive in a variety of weather conditions, including snow, sleet, rain, and possibly slippery conditions. Incumbents will be required to physically access water meters on private property. Ability to climb into vaults with ladders and other confined space entries.

16. Supervision received (level and type):

17. Leadership Responsibilities:

This position: is responsible for supervisory activities (Supervisory Analysis Form attached).
 has no leadership responsibility.
 provides general leadership (please provide detail under Function Statement).

18. Employee Acknowledgment:

I prepared this form and believe that it accurately describes my position.
 I have been provided with this description of my assignment by my supervisor.
 Other comments (see attached).

EMPLOYEE

DATE

19. Supervisor Statement:

I have prepared this form and believe that it accurately describes this position.
 I have reviewed this form, as prepared by the employee, and believe that it accurately describes this position.
 I have reviewed this form, as prepared by the employee, and find that it differs from my assessment of the position. I have discussed these concerns with the employee and provided them with my written comments (which are attached).
 I do not believe that the document should be used as the official description of this position (i.e., for purposes of official decisions).
 Other comments (see attached).

SUPERVISOR

DATE

Note: Instructions and additional forms are available from the Human Resources Dept., Room 501, City-County Bldg. or by calling 266-4615.

DRAFT