

~~CURRENT ENCUMBERED POSITION~~
CHANGE TITLE ONLY TO FS LEADWORKER 2
CITY OF MADISON POSITION DESCRIPTION

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

(TONY MAZARRA)

Work Phone:

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

Comp Group 16; Range 15

3. Working Title (if any):

Field Service Representative Leadworker 2

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: 7:00 am End time: 3:00 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 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 Representative's (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 FSR's, asses 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.

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

40-45% A. Meter Shop

1. Perform the full range of meter tests and repairs both in the shop and in the field.
2. Maintain the field hardware inventory of the Fixed Network including Cell Control Unit's (CCU), Repeaters and Endpoints
3. Make assignments, lay out daily work and trouble shoot/problem solve for FSR's assigned to the Meter Shop
4. Oversee the adjustment and operation of testing equipment and intercede when special or difficult problems in meters occur.
5. Coordinate and maintain the requisition of materials, supplies and parts. Maintain an inventory of new and used meters.
6. Provide plumbers/contractors and property owners with technical data/information on installation and usage of meters
7. Interpret and apply Public Service Commission rules and regulations relative to water meters
8. Provide technical assistance and consultation to Meter Conversion Program
9. Assist in the selection of specialized equipment used for shop and field personnel

35-40% B. Field Deployment Manager (Leadworker)

1. Coordinate work orders generated by Customer Service Representative's (CSR).
2. Assign work orders to FSR's and check work done by FSR's.
2. Review and clear completed work orders in (FDM). Upload completed work orders to Customer Information System (CIS).
3. Maintain records of meter test, repairs, and schedules
4. Train, assign and oversee employees in testing, repair, and change of meters in the shop and in the field
5. Give advice and instructions on more difficult repair problems and participate in shop and field repairs

20-25% C. Administrative Duties

1. Implement and remain current on technical requirements of cross connection control program
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). Bill out any work done for private contractors or other municipalities.
4. Assist Customer Service Manager in budgeting items (e.g., supplies, statistics and cost estimates), purchasing, and payroll
5. Provide Customer Services Manager with performance data

12. Primary knowledge, skills and abilities required:

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. Thorough knowledge in plumbing installation materials, methods, and safety, procedures. Knowledge of the Department of Natural Resources cross connection control program. Qualified for confined space entry. 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 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 machines. Perform all the job responsibilities of FSR 3.

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

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

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.