

FIELD SERVICE LEADWORKER 1

CLASS DESCRIPTION

General Responsibilities:

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.

This position is not part of an automatic progression series. Rather, the incumbent in this position will focus on leadwork over field operations. The work is distinguished from the Field Service Leadworker 2 in that the Leadworker 2 has a broader scope of operations over all work relative to the meter shop and is based on the needs of the organization.

Examples of Duties and Responsibilities:

Participate and train in the full range of meter tests and repairs in the lab. Participate in the adjustment and operation of lab testing equipment. Diagnose and repair equipment and meters when special or difficult problems occur.

Provide plumbers/contractors and property owners with technical data/information on installation and usage of meters.

Assist in the selection of specialized equipment used for lab and field personnel. 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.

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.

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.

Use spreadsheets and testing software to maintain records of meter test, repairs, and schedules.

Train employees in testing, repair, and exchange of meters in the field.

Lead and oversee mobile field testing operations and equipment.

Lead field meter reading operations equipment and software.

Participate in the adjustment and operation mobile field testing equipment and intercede when special or difficult problems in meters occur.

Maintain field meter reading equipment and software.

Remain current on technical requirements of cross connection control program. Remain current with confined space and traffic control training.

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). Assist Meter Operations Unit Supervisor in budgeting items (e.g., supplies, statistics and cost estimates), purchasing, and payroll.

Assist Meter Operations Unit Supervisor with performance feedback.

Interpret and apply Public Service Commission rules and regulations as it pertains to water meters.

Maintain confined space program and safety equipment for compliance with OSHA/Commerce Dept. standards.

Perform all other duties as assigned.

QUALIFICATIONS

Training and Experience:

Generally, positions in this classification will require:

One year 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.

Knowledge, Skills and Abilities:

Thorough knowledge of plumbing installation materials, methods and safety procedures. Working knowledge of the methods, materials, and techniques utilized in testing water meters of various sizes and manufacture. Working knowledge of Public Service Commission rules and related laws and ordinances regarding residential and commercial water meter installation. 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 Department of Natural Resources requirements for cross connection control. Knowledge of basic lead work practices. Knowledge of and ability to use computer software applicable to the duties of the position. Ability to assess functioning of water meters and remote registers and to perform field repairs of meters and registers. Ability to assess workloads and assign staff in accordance with work goals and in response to changes. Ability to understand and report on changes in conditions. Ability to prepare and maintain records and reports. Ability to establish and maintain effective working relationships with co-workers, assigned staff and the general public. Ability to work effectively with multi-cultural populations. Ability to communicate using radio equipment. Ability to train and motivate others to work efficiently and cooperatively. Ability to communicate effectively, both orally and in writing. Ability to use common hand tools and testing equipment. Ability to see and work in dark places. Ability to safely operate a Water Utility vehicle. Ability to communicate using radio equipment. Ability to maintain adequate attendance.

Necessary Special Qualifications:

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.

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.

Department/Division	Comp. Group	Range
Public Works/Water Utility	16	14

Approved: _____
Brad Wirtz
Human Resources Director

Date