

CITY OF REDWOOD CITY WATER RESOURCES TECHNICIAN

DEFINITION:

The water resources technician performs customer support services necessary to deliver water to residential and commercial customers, and assists with the implementation of water conservation programs and recycled water use guidelines including; read and record readings of water meters; assist in public outreach, site inspections, meter maintenance and in meter repair as required; assist with clerical and other procedures, including, billing, granting water credits, customer notification, rebate processing, and turning water service on and off as required, and testing backflow prevention devices in support of the City's cross-connection control program.

SUPERVISION RECEIVED AND EXERCISED

Receives immediate supervision from the Utilities Field Supervisor. Technical and functional supervision provided by a Lead Water Resources Technician or Water Resources Specialist.

EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES - Duties may include, but are not limited to the following:

1. Read water meters, investigate potential meter reading errors and make edits to meter readings as required.
2. Inspect the condition of meters, meter parts, plumbing connections, and the environment.
3. Estimate water consumption from historical data when a meter is not functioning properly or is broken.
4. Investigate delinquencies, deliver notice of discontinuation of service for delinquent accounts, and turn service off to the property and discontinue service, visit sites to reestablish service when accounts are no longer delinquent.
5. Maintain route books by making additions or deletions, and updating record maps.
6. Testing, disassemble, inspect, clean, repair or replace worn or defective parts in meters.
7. Obtain repair parts and maintain inventory records.

**CITY OF REDWOOD CITY
WATER RESOURCES TECHNICIAN (*Continued*)**

8. Collect water samples for testing and use handheld equipment to get sample results.
9. Conduct flow tests to check the accuracy of water meters.
10. Program and troubleshoot Advance Meter Infrastructure (AMI) transponders.
11. Advise customers on water consumption issues such as types of leaks, and other sources of consumption problems.
12. Assist with site inspections, and water audits as needed.
13. Inspect, install, test and repair backflow devices to protect the public water system and prevent contamination.
14. May assist with public outreach for water conservation programs, recycled water, and other customer support functions.
15. Related duties as assigned.

JOB RELATED QUALIFICATIONS:

Knowledge of:

Proper use of hand and power tools.

Basic arithmetic.

Billing and record keeping procedures.

Procedures for the inspection of backflow devices and water meters including; cleaning, setting, installation, removal and repair.

Safe work practices.

Principles and practices of customer service.

Ability to:

Learn meter maintenance and basic plumbing procedures.

Make simple arithmetical calculations rapidly and accurately.

Establish and maintain effective working relationships with those contacted in the course of work.

Communicate clearly and concisely, both orally and in writing.

**CITY OF REDWOOD CITY
WATER RESOURCES TECHNICIAN (*Continued*)**

Use and care for all tools, equipment and materials used in water meter installation, repair and maintenance work.

Investigate and respond to consumer complaints.

Experience and Training Guidelines:

Any combination of experience and training will qualify if it provides for the required knowledge and abilities.

Education:

Equivalent to completion of the twelfth grade. Supplemental course work or training in mechanical maintenance or plumbing is desirable.

Experience:

One or more years of experience in mechanical maintenance and/or customer service.

Required Licenses or Certificates:

- Possession of, or ability to obtain, a valid California Driver's License and maintain a satisfactory driving record.
- Possession of an AWWA Backflow Prevention Assembly Tester Certificate within 12 months of appointment and tri-annual recertification.
- Possession of a California State Water Distribution Operator Grade-D1 Certificate is desirable.

Special Requirements:

Essential duties require the following physical abilities and work environment:

Work outside under varying climatic conditions; travel to various work locations; lift up to 50 pounds; walk on various terrain for up to 6 hours per day; stand, bend, stoop, kneel and perform manual labor required to inspect and change meters and backflow devices.

Effective Date: January 8, 2018

Bargaining Group: Service Employees' International Union – Local 521

Status: Classified/Non-Exempt