

City of Chesapeake Class Title: Water Meter Customer Service Mechanic

Job Class Code: 3010	FLSA Status: Non-exempt
Pay Basis: Salary (Annual)	EEO Category: 7

GENERAL DESCRIPTION OF CLASS

The purpose of the class is to provide water service to customers. The class is responsible for minor water meter repairs, installation, or replacement, reading meters, connecting and disconnecting water service, servicing delinquent customers, and related paperwork. The class works according to some procedures; decides how and when to do things under general supervision.

TYPICAL TASKS
<ul style="list-style-type: none"> Reads and records water meter readings; rereads older, cloudy meters, and meters not registering properly; reads meter with customer as requested. Repairs minor water meter leaks. Installs or replaces water meters as needed. Connects and disconnects water service for customers. Operates City vehicle to get to and from meters for performance of daily tasks. Works delinquent accounts, including leaving notices on doors and disconnecting water service. Serves as first line defense for maintenance and operations crews; investigates service line/main line leaks; interacts with customers to discuss problems. Completes work orders with explanation of services rendered, and maintains log of work orders handled. Attends periodic safety meetings and driving classes. Performs other related duties as assigned.

GENERAL STANDARDS	
Data Involvement	Copies, transcribes, enters, or posts data or information.
Interpersonal/People Involvement	Serves others such as customers, attends to their requests and exchanges information with them.
Reasoning Requirements	Performs semi-skilled work involving set procedures but solves frequent problems.
Mathematical Requirements	Performs basic addition and subtraction, such as making change or measuring.
Language Requirements	Reads routine sentences, instructions, regulations, procedures, or work orders; writes routine sentences and completes routine job forms and incident reports, speaks routine sentences using proper grammar.
Mental Requirements	Performs clerical and manual tasks requiring a wide range of procedures and requiring intensive understanding of a restricted field or complete familiarity with the functions of a unit or small division of an operating agency; requires normal attention with short periods of concentration for accurate results or occasional exposure to unusual pressure.
Decisions/Supervisory Control	Performs clerical and manual tasks requiring a wide range of procedures and requiring intensive understanding of a restricted field or complete familiarity with the functions of a unit or small division of an operating agency; requires normal attention with short periods of concentration for accurate results or occasional exposure to unusual pressure.

EDUCATION, EXPERIENCE AND SPECIAL REQUIREMENTS	
Vocational/Educational Requirement	Requires high school diploma or GED and any combination of education and experience equivalent to satisfactory completion of one year of college education.
Experience	In addition to satisfying the vocational/education standards, this class requires a minimum of one month of related, full-time equivalent experience.
Special Certifications and Licenses	Requires a valid driver's license and a driving record that is in compliance with City Driving Standards.

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Special Requirements

Employees may be expected to work hours in excess of their normally scheduled hours in response to short-term department needs and/or City-wide emergencies. Emergency operations support work and work locations may be outside of normal job duties.

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ADA REQUIREMENTS

The City of Chesapeake is an Equal Opportunity Employer. ADA requires the City to provide reasonable accommodations to qualified individuals with disabilities. Prospective and current employees are invited to discuss accommodations.

This is a class specification and not an individual position description. A class specification defines the general character and scope of duties and responsibilities of all positions in a job classification, but is not intended to describe and does not necessarily list the essential job functions for a given position in a classification.

Revised 10/16/19