

Jurisdictional Class: Competitive
EEO Category: Service/Maintenance
Revised: 01/09/2026

SENIOR WATER SERVICE MAINTAINER

DISTINGUISHING FEATURES OF THE CLASS: This is technical, public contact work involving responsibility for participating in and supervising the response and investigation of all causes of water system issues, including leak detection and underground location. The work is performed under general supervision, in accordance with established policies and procedures, permitting considerable exercise of independent judgement in carrying out the details of the work. Supervision is exercised over the activities of Water Service Maintainers. The incumbent performs related work as required.

TYPICAL WORK ACTIVITIES: (Illustrative Only)

Supervises, and participates in, the investigation of consumer complaints and follows up to see that repairs have been made satisfactorily;
Schedules, assigns and checks work of subordinates;
Determines causes of water system problems;
Reads maps to determine how to shut down and turn on water supply;
Operates isolation valves within the water system;
Detects leaks;
Supervises, schedules and participates in locating underground utilities;
Coordinates with appropriate department to resolve problem(s), when required;
Consults with superior on difficult or unusual problems;
Recommends necessary repairs to homeowners, where applicable;
Supervises, and participates in, the maintenance of related records and preparation of activity reports.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Thorough knowledge of the methods for determining the causes of water consumer complaints; thorough knowledge of the geography of the water system; thorough knowledge of the methods, tools and equipment used in locating leaks in a municipal water system; ability to train subordinates in the operation of water leak detection equipment; ability to plan and supervise the work of others; ability to make recommendations for plumbing repairs; ability to understand and carry out written directions; ability to deal effectively with the public; demonstrated awareness of the importance of consumer relations; depend- ability; willingness to respond to problem calls at all hours; thorough-ness; accuracy; initiative and resourcefulness; good observation; good judgement.

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MINIMUM QUALIFICATIONS: Either:

- (A) Graduation from high school or possession of a high school equivalency diploma **AND** four (4) years of water maintenance and repair activities in a municipal water system or as a trouble-shooter in a public service activity, such as a gas or electric company; **OR**
- (B) Six (6) years of water maintenance and repair activities in a municipal water system or as a trouble-shooter in a public service activity, such as a gas or electric company

SPECIAL REQUIREMENT: Certain assignments made to employees in this class will require access to transportation to meet field work requirements in a timely and efficient manner.

NOTE: Verifiable part-time experience will be pro-rated toward meeting full-time experience requirements.

Adopted: 07/28/1983
Revised: 03/18/1997, 07/01/1997, 11/09/2000, 01/09/2026

Oneida County Civil Service