

Civil Division: Mohawk Valley Water Authority
Jurisdictional Class: Competitive
EEO Category: Service/Maintenance
Reviewed: 11/14/16

SENIOR WATER SERVICE MAINTAINER

DISTINGUISHING FEATURES OF THE CLASS: This position exists in the Mohawk Valley Water Authority. This is technical, public contact work involving responsibility for supervising the investigation of causes of water consumer complaints, and following up to see that re-pairs have been made satisfactorily. 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;
Determines cause of problems and makes adjustments when possible;
Notifies proper section when problem cannot be resolved;
Lays out, assigns and checks work of subordinates;
Coordinates work in the field with office procedures;
Consults with superior on difficult or unusual problems;
Recommends necessary repairs when trouble is consumer's responsibility;
Investigates unusual problem calls regarding all types of consumer service and explains causes to consumers, including reasons for unusually high bills;
Sets meters for new consumers and reads meters for irregular accounts;
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: Candidates must meet the minimum qualifications at time of application.

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 experience, as outlined in (A) above.

NOTE: Verifiable part-time experience as outlined in (A) above will be pro-rated toward meeting full-time experience requirements.

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.

Adopted: 07/28/83
Revised: 03/18/97, 07/01/97, 11/09/00
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