

Jurisdictional Class: Competitive
Non-Competitive for Mohawk Valley Water Authority Only
EEO Category: Service/Maintenance
Revised: 07/22/2025

WATER SERVICE MAINTAINER

DISTINGUISHING FEATURES OF THE CLASS: This is technical, public contact work involving responsibility for responding to and investigating all causes of water system issues, including leak detection and underground location. The work is performed under general supervision in accordance with established policies, procedures, and objectives, and requires the exercise of independent judgment in managing the details of the work. Difficult or unusual technical problems are referred to the Senior Water Service Maintainer. Supervision is not normally a responsibility of this class. The incumbent does related work as required.

TYPICAL WORK ACTIVITIES: (Illustrative Only)

Investigates consumer complaints;
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;
Locates underground water utilities;
Coordinates with appropriate department to resolve problem(s), when required;
Recommends necessary repairs to homeowners, where applicable;
Maintains related records and reports.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Good knowledge of the methods for determining the causes of water consumer complaints; good knowledge of the geography of the water system; good knowledge of the methods, tools and equipment used in locating leaks in a municipal water system; ability to make recommendations for plumbing repairs; ability to understand and carry out written directions; ability to deal effectively with the public; ability to read maps; demonstrated awareness of the importance of consumer relations; dependability; willingness to respond to problem calls at all hours; thoroughness; accuracy; initiative and resourcefulness; good observation; good judgement.

MINIMUM QUALIFICATIONS: Either:

- (A) Graduation from high school or possession of a high school equivalency diploma **AND** two (2) years of experience in 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) Four (4) years of experience in 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.

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SPECIAL REQUIREMENT: Possession of a valid New York State driver's license at time of appointment. The license must remain valid throughout the appointment.

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

Adopted: Unknown
Revised: 07/01/1997, 07/22/2025