

SENIOR UTILITY SERVICE REPRESENTATIVE

DEFINITION:

Under general supervision to respond to consumer complaints and inquiries concerning water quality, pressure and flow to coordinate activities related to back-flow prevention and cross-connection control requirements and to perform related tasks as needed.

EXAMPLES OF DUTIES:

1. Confers with contractors, engineers, property owners and developers regarding the feasibility of water utility installations.
2. Answers inquiries, reviews complaints and provides information to the public on water services including back-flow device problems.
3. Develops estimates for water service installation systems for private contractors, designers, property owners and the general public.
4. Prepares work orders for water maintenance supervisor including revision of maps and plans for a variety of field projects.
5. Checks building permit plans for compliance with water system regulations and requirements.
6. Administers back-flow prevention requirements to ensure compliance with state health requirements and related city ordinances. Includes making recommendations to commercial and industrial developers on whether installation of back-flow system is required to meet state and local mandates.
7. Collects fees and deposits related to work and installation of water services.
8. Reviews bacteriological testing results for a variety of public agencies including but not limited to the State Department of Public Health and the Bureau of Environmental Services.
9. May direct and review the work of drafting personnel as needed.

QUALIFICATIONS:

Knowledge, Abilities and Skills:

- A. Knowledge of water service construction practices including design and installation methods.

- B. Ability to maintain cooperative working relationships with supervisors, co-workers, contractors and the general public.
- C. Ability to communicate effectively both orally and in writing.
- D. Knowledge of basic accounting and math.
- E. Ability to draft and interpret maps, plans and specifications and to prepare cash estimates and reports.
- F. Ability to research and analyze problems in order to formulate effective resolutions and prepare recommendations.
- G. Ability to work without direct supervision and exercise sound, independent judgement in water service construction matters.
- H. Ability to work on several projects concurrently.
- I. Ability to supervise drafting personnel.

EXPERIENCE AND EDUCATION:

Any combination of experience and education that could likely provide the required knowledge and abilities would be qualifying. A typical way to obtain the knowledge and abilities would be:

Experience:

Two years experience working with the public in investigating complaints and responding to inquiries related to water utility installations.

Education:

Equivalent to completion of twelfth grade supplemented by college level courses in civil engineering and drafting. Specialized course work or training in water systems design and back-flow device installation is desirable.

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