

CITY OF OVERTON

JOB DESCRIPTION

Job Title:	Utility Billing Tech / PW Maintenance Tech	FLSA Status:	Non-Exempt
Department:	Water & Sewer Admin	Safety Sensitive:	Yes
Supervisor:	City Manager	Work Location:	Public Works

POSITION SUMMARY:

Performs work necessary to ensure that Utility Billing has all information needed to bill for services. Work will include meter readings, initiating/discontinuing service, and processing Work Orders received from Utility Billing. Performs work necessary for building and grounds maintenance of the City. Work will include janitorial and basic maintenance of City buildings, ensuring Community Center is stocked and clean, and mowing/weed-eating. Will also provide maintenance, service and repair for small engine equipment of the city. This position coordinates with the City Comptroller and UB Clerk daily.

SUPERVISION RECEIVED AND EXERCISED:

This position receives direct supervision from the City Manager. If assigned to Public Works to assist on an emergency repair, the position will receive direction from the Public Works Supervisor. This position does not supervise any other positions.

WORKING RELATIONSHIPS:

Relationships with coworkers shall be guided by the following tenets: The incumbent is cooperative and, when appropriate, assists others. Works to promote teamwork within the department and within the City in general. Shares information with peers. Resolves conflict through the use of tact and diplomacy. Accepts responsibility and works well when given responsibility. Accepts and is eager to learn new duties. Offers suggestions to improve the activities of the department and the operation of the City in general. Continually strives to improve the proficiency of their job performance and provide a safe work environment. Is a self-starter. Exhibits a positive image and outlook when interacting with coworkers and/or the public. Serves as a positive role model for others.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

Essential and other important responsibilities and duties may include, but are not limited to the following:

This position is designated as essential personnel for some or all disaster or emergency situations. This designation will require individuals in this job to remain on duty at the City, if so ordered, in the event of an emergency situation or other unforeseen circumstances. The instruction to remain at your post for the duration of the crisis is mandatory and failure to adhere to such instructions may subject you to disciplinary action up to and including termination of your employment, unless a waiver is requested and approved in a timely manner.

ESSENTIAL DUTIES:

Duties include but are not limited to the following:

1. Read water meters monthly plus any re-reads required by Utility Billing.
2. Complete all Work Orders generated by Utility Billing that have to do with billing/usage in a timely manner. Issues with a Work Order needs to be discussed with the Utility Billing Clerk.
3. Meet and work with the public effectively and courteously.

4. Answer customer questions and refer customer questions and/or complaints to appropriate person or department.
5. Perform connects/disconnects on water meters.
6. Report meters found that are not in computer system or discrepancies in status of accounts.
7. Report unusual consumption, unauthorized usage or cut seals to the Utility Billing Clerk.
8. Recommend, establish and assist in implementing programs, policies and procedures to improve efficiency, effectiveness and productivity.
9. Responsible for janitorial services of all City Buildings. Community Center to be checked before and after each rental. City Hall and Police Department are to have all trash emptied and floors swept and mopped weekly. All other City Buildings should be checked weekly.
10. Performs building maintenance duties such as painting, changing light bulbs, and makes minor repairs of buildings such as plumbing.
11. Cleans park grounds area, playground area, and other City owned properties by picking up trash, broken glass bottles, and any other types of debris, and dumping into appropriate receptacle; water park grounds as required; sweeps sidewalks, cleans rest rooms, pavilions, etc. to maintain clean and safe environment for visitors.
12. Responsible for mowing and weed-eating of all City property.
13. Operates various types of hand tools and power tools in the maintenance of parks and buildings; mows lawn with riding lawnmower, push mower, or tractor, operates weed eater for extended periods of time, uses shovels, picks, clippers, hand pruner, chain saw, wrenches, etc. to perform duties such as edging, trimming trees and shrubs, planting trees, shrubs, and flowers, repair and maintenance of equipment and playground equipment, installing playground equipment, etc. in a safe manner.
14. Distributes fertilizer, uses herbicides and insecticides to treat lawns, shrubs, trees and right-of-way areas in a safe manner.
15. Maintain and repair drip irrigation and sprinkler systems located in park, library, and other city owned properties in an accurate and timely manner.
16. Identifies repair needs and communicates to the supervisor needed maintenance and replacement parts.
17. Participate in weekly Public Works On-Call Rotation.
18. Handles the repair and/or replacement of water meters and water meter boxes.
19. Work with the City Manager, Public Works Supervisor, and other staff in emergency situations affecting the City.
20. Performs work with a high level of accuracy and professionalism.
21. Responsible for use, care and security of tools, vehicles, equipment and materials utilized.
22. Maintains utmost confidentiality as to city matters in dissemination of duties.
23. Other duties as assigned.

KNOWLEDGE/ABILITIES/SKILLS:

Knowledge of:

- Operation and maintenance of equipment, tools, machinery, and systems relating to water utilities, wastewater utilities and other public works infrastructure
- Understand and explain water billing and meter reading procedures
- Safe work and driving principles and practices

Ability to:

- Become thoroughly familiar with meter locations in the city.
- Ability to communicate clear and concise verbal instructions and information to coworkers, supervisor, customers and others
- Ability to operate equipment safely and efficiently to facilitate completion of work.
- Ability to work as part of a team as well as the ability to work without close supervision and to make decisions compatible with prior instructions.
- Demonstrate a positive attitude, good work ethic, promptness in work arrival and in accomplishing all tasks.

- Develop a working knowledge of safe work practices, accident prevention procedures, tools and equipment as related to job functions.
- Perform a variety of construction, repair and maintenance tasks
- Work under routine and emergency conditions
- Work efficiently and safely with others
- Understand and follow instructions and directions
- Work with others in a harmonious and respectful manner
- Perform a wide variety of physically strenuous tasks
- Respond to public inquiries and complaints in a tactful and courteous manner
- Safely operate heavy construction and repair equipment
- Operate and properly repair valves, fittings and hydrants
- Maintain and repair equipment and tools
- Read and record meter readings accurately

Skilled in:

- Must possess sufficient oral and written communication skills in English
- Math, reading and writing skills as related to job functions required.
- Use of power and hand tool
- Operating various types of vehicles, construction and/or grounds maintenance equipment

EDUCATION AND/OR EXPERIENCE:

- High School Diploma or General Equivalency Degree (GED)
- One (1) year experience in construction or utility work or an equivalent combination of education and experience sufficient to successfully perform the essential duties of the job.
- Operating various types of vehicles, construction and/or grounds maintenance equipment
- Meter Reader experience is helpful, but not necessary.

LICENSING REQUIREMENTS:

- Possess and maintain a valid state of Texas Class C motor vehicle operator's license during course of employment.
- Possession of or the ability to obtain a Class D Ground TCEQ Water License within one (1) year of hire date.
- Possession of or the ability to obtain a Class D TCEQ Wastewater License within one (1) year of hire date.

PHYSICAL REQUIREMENTS:

Positions in this class typically require: climbing, balancing, stooping, kneeling, crouching, reaching, standing, walking, driving, pushing, pulling, lifting, grasping, talking, hearing, seeing, and repetitive motions. Incumbents may be required to work overtime, weekends and holidays; in all weather conditions; under hazardous conditions; on congested roadways, obstructed roads, high structures; around operating equipment; in a noisy environment; with chemicals; and with the physical ability and stamina to perform strenuous physical work associated with roadway maintenance work. Most work will be performed outdoors. The incumbents are exposed to a variety of conditions including wet, heat, cold, heavy dust and pollens and biohazards. Additionally, the working environment and equipment used exposes the incumbents to loud noises, vibrations, mechanical and equipment hazards, pesticides, raw and treated sewage, fumes, solvents, diesel, chlorine, and other chemicals and risks. Incumbents may be subjected to moving mechanical parts, electrical currents, fumes, odors, dusts, gases, poor ventilation, body fluids, chemicals, inadequate lighting, work space restrictions and intense noises.

Heavy Work: Exerting up to 100 pounds of force occasionally, and/or up to 50 pounds of force frequently, and/or up to 20 pounds of forces constantly to move objects.

The City of Overton is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act (ADA), the City of Overton will provide reasonable accommodations to qualified individuals with disabilities.

I have read and understand the duties and responsibilities of this job description

Employee's Signature

Date

Supervisor's Signature

Date