

THE CITY OF LOS ANGELES



CIVIL SERVICE COMMISSION

### CLASS SPECIFICATION

01-13-89

WATER SERVICE WORKER, 3931  
WATER SERVICE SUPERVISOR, 3930

Summary of Duties: Inspects, repairs, reconditions, rebuilds, tests and calibrates a variety of water meters, detector checks and appurtenant water service equipment in a shop and in the field; performs inspections of consumer property to determine the cause of consumer complaints; or supervises such work; and does related work.

Distinguishing Features: A Water Service Worker inspects and tests water meters and service connections to maintain satisfactory water service, reconditions meters to register the flow of water within prescribed limits of accuracy, and depending on the condition and size of the meter, a Water Service Worker may perform minor maintenance and repair in the field or complete overhaul in the shop. An employee of this class has considerable field contact with customers regarding inspection of plumbing or water services in order to locate the reasons for complaints or causes of disturbances in water system mains and services. In the shop, a Water Service Worker determines and performs the necessary repairs of the equipment and checks the reconditioned unit for accuracy. The work of an employee in this class is distinguished from that of a Water Utility Worker in that a Water Service Worker is involved in the inspection, maintenance and repair of water meters and service connections and a Water Utility Worker is involved in the installation, maintenance or operation of water mains and appurtenances.

A Water Service Supervisor supervises directly or through subordinate supervisors the activities of Water Service Workers in the field and the shop including solving problems arising from normally standardized work and detailed procedures, or customer complaints, analyzing employee production and recurring consumer complaints, developing remedies for meter difficulties and improvements in operational and testing procedures.

Examples of Duties: Water Service Worker: Seals, unseals, and turns water services on and off at the curb cock; reads meters to open and close accounts; locates meters which Meter Readers cannot find; makes water meter house number checks; may determine reasons for unusually low or high domestic water consumption; maintains work on meters and meter boxes; takes water pressure reading with a pressure gauge; determines flow by taking a reading of the amount of water going through a meter in a measured period of time;

Inspects domestic, commercial, industrial, and fire services for defective, inoperative, or leaking meters, housings, service connections, and pressure regulators; determines the cause of poor water supply, low pressure, or noisy plumbing; informs consumers when trouble is in their plumbing system; notifies consumers of water pressure changes; determines when meters must be moved for driveways or street widening; checks pressure and amount of water available for irrigation use and arranges equitable irrigation of water distribution based on the consumers water needs; may supervise a helper performing unskilled manual work; makes reports of work performed and customer water usage; and makes recommendations based on inspections, repairs made and established regulations and policies.

Cleans, repairs, tests, and calibrates various types, sizes, and makes of water meters and detector check valves; repairs damaged meter cases, compound meter propeller cages, and measuring chambers by soldering; repairs velocity meter propellers, gear trains, and register assemblies; applies standard spud adapters to increase meter outlets to next larger size; may inspect, remove and replace operating mechanisms of three inch and larger meters in the field;

Repairs and tests special purpose meters; may receive, issue, and keep records of tools, materials, parts, and meters; and may determine if parts can be repaired and reused. Determines most efficient route concerning location and job type from work orders received, stocks necessary supplies and drives light truck to worksite.

Water Service Supervisor: Supervises directly or through subordinate supervises a group of Water Service Workers, helpers and laborers engaged in inspection, maintenance repair, replacement, relocation, testing and calibration of various types, sized and makes of new and existing meters utilized in the water system.

Investigates difficult or unusual water service complaints; reads water level indicators, flow gauges and recording instruments for information to coordinate work of employees controlling irrigation services; checks to see that consumers are using irrigation water in accordance with regulation; investigates meter service, conducts tests and operational studies of meter performance, efficiency and installation, and of new materials which have potential use in meters and service connections; gathers, tabulates and analyzes data regarding the efficiency of meters; studies methods and practices of water meter use, repair, and related service operations to standardize procedures and improve methods of use and maintenance; makes operational and special reports and recommendations; issues orders to have faulty meters changed.

Trains new Water Service Workers, assigns incoming work orders to employees, reviews subordinates' work reports and spot checks field work; analyzes customer complaints, and keeps records and makes reports of work performed; directs the requisitioning, receiving and issuing of new meters, parts, supplies, and materials; and prepares initial specifications or changes in specifications for meters and meter parts.

Employees of these classes may occasionally be assigned to other duties for training purposes or to meet technological changes or emergencies.

Qualifications:

<u>Knowledges:</u>	<u>Water Service Worker</u>	<u>Water Service Supervisor</u>
Practices, methods, tools and materials used in the repair and testing of water meters, fire service and domestic pressure regulators and appurtenant equipment;	Good	Good
Methods of determining if leaks, open plumbing, or pressure loss exist in a consumers' plumbing system;	Working	Good
Usual causes and correction of noise and other troubles in consumers' plumbing systems;	Working	Good
Principles of operation of the various types of pressure gauges and water meters;	General	Good
Meter and service connections, including fire service;	General	Working
Rules and regulations of the Department of Water and Power governing the furnishing of water service, general Departmental Inspection Rules; and Departmental Working Rules;	Working	Good
Safety principles and practices;	Working	Good
Volumetric computations and the operation of pressure gauges to determine the rate of flow and head loss through a meter;		General

<u>Knowledges:</u>	<u>Water Service Worker</u>	<u>Water Service Supervisor</u>
City personnel rules, policies and procedures;		General
Memoranda of understanding as they apply to subordinate personnel;		General
Laws and regulations related to equal employment opportunity and affirmative action;		Working
<u>Abilities:</u>	<u>Water Service Worker</u>	<u>Water Service Supervisor</u>
Read water service map and street map sufficient to determine correct location of worksite;	X	X
Determine if parts can be repaired and reused and to make necessary replacements or repairs;	X	X
Read meters and use meter testing instruments;	X	X
Disassemble and rebuild various types and makes of meters;	X	X
Follow written and oral instructions;	X	X
Communicate effectively and tactfully with supervisors, co-workers and public;	X	X
Keep records and make reports;	X	X
Train and supervise a group of employees;		X

<u>Abilities:</u>	<u>Water Service Worker</u>	<u>Water Service Supervisor</u>
Recognize and develop remedies for operational problems and improve shop and field maintenance and repair methods;		X
Order materials and supplies;		X
Develop, direct and interpret tests of suitability of proposed new materials.		X

One year of full-time paid experience as a Water Meter Repairer, Water Utility Worker, or Water Meter and Service Inspector, or two years of full-time paid experience as a Meter Reader, Commercial Field Representative, or in the installation, maintenance or repair of water distribution mains, service connections, meters, gauges or similar small mechanical equipment is required for Water Service Worker.

Two years experience as a Water Service Worker is required for Water Service Supervisor.

License: Both classes: A valid California driver's license and a good driving record is required.

Physical Requirements: Both classes: Strength to perform average lifting up to 35 pounds and occasionally over 70 pounds; body agility and equilibrium involved in such activities as climbing and balancing under precarious conditions; back and leg coordination involved in such activities as stooping, kneeling, crouching, and crawling, arm, hand, and finger dexterity, with at least one hand, involved in reaching, handling and feeling; and good eyesight.

Persons with medical limitations may, with reasonable accommodation, be capable of performing the duties of some of the positions in this class. Such determination must be made on an individual basis in light of the person's limitations, the requirements of the position, and the appointing authority's ability to effect reasonable accommodations to the person's limitations.

As provided in Civil Service Commission Rule 2.5 and Section 4.55 of the Administrative Code, this specification is descriptive, explanatory and not restrictive. It is not intended to declare what the duties and responsibilities of any position shall be.