

**City of Dallas**  
**Classification Specification**

<b>Title:</b>	<b>Water Field Representative</b>	<b>Class Code:</b>	<b>68613</b>
<b>Application:</b>	<b>Career Series</b>	<b>Pay Grade:</b>	<b>C</b>
<b>Supplemental/Code:</b>	<b>Service Maintenance/8</b>	<b>Established:</b>	<b>10/01/94</b>
<b>FLSA Status:</b>	<b>Non-Exempt</b>	<b>Revised:</b>	<b>01/01/09</b>

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**Position Purpose**

Responds to customer requests for service including turning water on or off, responding to emergency calls (no water, open and dangerous meter boxes, broken pipes), and investigates leaks, high bill complaints and water damage to provide responsive service to customers.

**Essential Functions**

1. Turns water on or off for new services, tenant changes, at a customer's request, or for delinquent accounts, plugs/unplugs meters, performs leak repairs inside the meter box, and installs small water meters to ensure appropriate services are provided to customers.
2. Inspects, repairs, and/or replaces meter lids, boxes, and cut-off valves; raises or lowers meter boxes to proper grade level.
3. Communicates with customers such as notifying when turning water on or off, assists customers in determining causes of high readings including leak detection, answers questions, and makes explanations to ensure good customer relations.
4. Communicates with dispatcher by two-way radio and drives to locations requested in work order to provide a timely response and effective use of resources.
5. Inspects for illegal connections to water mains, theft of water, damage to city property, and issues citations for violation of water code to control loss and ensure regulations are followed.
6. Completes daily reports to show what actions were taken on work orders.
7. Reads wholesale cities' water meters, records readings, and turns in for use in billing.
8. Regular, reliable and punctual attendance is an essential function of the job.

**Knowledge, Skills, and Abilities Required to Perform Work**

Ability to remove, install, and maintain small water meters.

Ability to frequently bend, squat, twist, and work on hands and knees.

Ability to write, record information, and complete reports.

Ability to use hand tools and acetylene torch.

Ability to establish and maintain an effective working relationship with all levels of management, city officials, vendors, other government agencies, other employees and the general public.

Ability to communicate effectively both orally and in writing.

Ability to use 2-way radio.

Requires a valid Texas class "C" driver's license.

Must be able to obtain Class D Water License from the Texas Commission on Environmental Quality (TCEQ) within six month probationary period.

**Working Conditions and Hazards**

Subject to inclement weather, traffic hazards and other hazards such as insects, vicious dogs, and high crime neighborhoods.

Requires extensive driving.

Walking, stooping, bending, lifting, squatting, climbing, carrying, jumping, crawling, digging, and moving of debris.

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The above statements are intended to describe the general nature and level of work performed by personnel assigned to this classification and is not necessarily an exhaustive list of all responsibilities, duties and skills required.