

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

<b>Title:</b>	<b>Water Field Representative II</b>	<b>Class Code:</b>	<b>68511</b>
<b>Application:</b>	<b>Career Series</b>	<b>Pay Grade:</b>	<b>E</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**

Serves as lead worker for employees engaged in field maintenance, repair, inspection, installation, and service termination of small water meters to ensure responsive service to customers and effective metering of water consumed.

**Essential Functions**

1. Directs the activities of crews performing installation, maintenance and repair of small water meters, water service turn on and off, replacement of meter boxes and lids, high bill investigation, leak detection, and lowering, raising, and relocating meters to ensure effective customer service.
2. Serves as lead worker including assigning and scheduling work, making recommendations for hiring and disciplinary actions, providing input for performance evaluations, and conducting safety training to ensure productivity and quality standards are maintained.
3. Regularly visits job sites, reviews work in progress, recommends methods to improve work and reduce costs, and makes follow-up inspections to ensure proper work was performed.
4. Communicates with customers, investigates problems, explains policies and procedures such as limits of City responsibility, and resolves difficulties and customer complaints to provide effective public relations.
5. Completes routine and complex water meter repairs and maintenance.
6. Compiles data and completes reports such as hours worked, materials used, equipment required and other data to monitor the cost and effectiveness of services provided.
7. Turns off water service on delinquent residential and commercial accounts.
8. Enforces city code regarding illegal use of water (theft of water services).
9. Regular, reliable and punctual attendance is an essential function of the job.

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

Knowledge of on-site water meter repair and replacement, materials, testing and leak detection methods and equipment required including safety procedures.

Ability to plan and schedule work of field personnel.

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.

May operate 2-way radio to communicate with field personnel and dispatcher.

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

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

**Working Conditions and Hazards**

Works in the office and in the field.

Subject to inclement weather, traffic hazards, extensive driving, and irate customers.

Requires to bending, stooping, and kneeling to perform work.

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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.