

WATER METER TECHNICIAN

Recruitment #1601-1019DC-001

List Type Original

Requesting Department DPW-WATER-BUSINESS

Open Date 1/27/2016 11:59:00 PM

Filing Deadline 2/17/2016 11:59:00 PM

HR Analyst La'Neka Horton

INTRODUCTION

Located on the western shore of Lake Michigan, Milwaukee is an urban hub bursting with energy. Milwaukee provides a casual sophistication – big city appeal without the big-city hassles. We are accessible and affordable, and our residents are welcoming. Milwaukee has evolved through the years, bringing together its unsurpassed old world charm with a breathtaking Art Museum, top-flight arts and cultural attractions, professional sports, lakefront festivals, recreational opportunities and great restaurants.

The City of Milwaukee offers a collaborative, positive work environment where each employee contributes to making the city the best place possible to live and work. The City offers a comprehensive benefits package, including a top rated pension plan, health and dental benefits, paid time off including vacation, 11 holidays and sick leave accrual, and much more.

PURPOSE

Throughout the area served by Milwaukee Water Works, the Water Meter Technician installs, removes, exchanges, tests, and performs service work on small and medium water meters and the attached electronic transmitting devices in private residences, and businesses as well as water meter repair and testing in the meter shop. The Water Meter Technician also assists large meter crews as directed.

ESSENTIAL FUNCTIONS

- Performs water meter exchanges, installations and repairs for water meters (from 5/8" to 2") in homes and businesses.
- Interacts with customers to provide Milwaukee Water Works information, answer questions, and address concerns in a positive manner.
- Installs, repairs and replaces the electronic components of the water meters used in the automated meter reading system.
- Disassembles, cleans, repairs, tests and certifies small and medium water meters.
- Assembles, programs and verifies the operation of meter dials and electronic transmitters.
- Installs emergency hose connections when required.
- Assists the Water Meter Specialist with the installation, removal, testing and repair of compound, turbine, mag and fire service meters as directed.
- Responds to and resolves customer complaints of low water pressure, no water, meter tampering and meter leaks.
- Performs water turn-offs for non-compliance with repair or access orders.
- Performs service pipe thawing to restore water service when required.
- Communicates promptly and completely with office staff, the Water Control Center, Customer Service and supervisors regarding investigation results, actions taken and other information needed to determine the net course of action, if any.
- Completes assigned paperwork, such as work orders, time sheets, and corrective action notices thoroughly and in a timely manner for submission to supervisors.
- Performs various inventory control tasks, including preparing meters for use in the field.
- Installs and inspects equipment and meters for hydrant use permits and verifies proper permitting.
- Reports any water theft as discovered to supervisors.

CONDITIONS OF EMPLOYMENT

- Must be willing to work an assigned work schedule (Monday-Friday or Tuesday-Saturday, 8:00 a.m.-4:30 p.m. or Monday-Friday, 11:00 a.m.-7:30 p.m. or other shift as determined); and
- Is subject to call-in for emergency overtime assignments for temporary water service needs.

Reasonable accommodations requested by qualified individuals with disabilities will be made in accordance with the Americans with Disabilities Act (ADA) of 1990, as amended by the Americans with Disabilities Act Amendments Act (ADAAA) of 2008.

MINIMUM REQUIREMENTS

1. Two years of full-time experience installing, adjusting, repairing and maintaining meters **OR** two years of mechanical experience.
 - *NOTE: Equivalent combinations of training and experience may also be considered.*
2. Valid driver's license at time of appointment and throughout employment.

DESIRABLE QUALIFICATIONS

- High school diploma or GED.
- Ability to fluently speak, read, write and understand Spanish.
- Knowledge of plumbing systems.

KNOWLEDGES, SKILLS, ABILITIES & OTHER CHARACTERISTICS

- Oral communication skills; ability to effectively communicate with citizens, co-workers and management.
- Customer service skills; ability to represent the City of Milwaukee in a professional and positive manner. Interacts with customers tactfully.
- Mechanical ability; ability to work with wrenches, screw drivers, pliers, vice grips, hammers and other specialty hand tools.
- Ability to transfer objects weighing 65 lbs. or more.
- Ability to lift and maneuver water meters from trucks and transfer them in and out of customers' basements.
- Ability to assist others with the handling of large, heavy weight meters that are transferred using mechanical assistance.
- Ability to lift and connect large hoses for temporary water service applications
- Ability to climb up and down stairs and ladders and work in and around meter pits, crawl spaces, and other confined spaces.
- Ability to use a computer to enter and retrieve information.
- Ability to drive, navigate and read maps of Milwaukee, St. Francis, Greenfield, Hales Corners and surrounding area to locate addresses and travel from appointment to appointment efficiently and on schedule.
- Ability to work independently, meet or exceed daily scheduled appointments.
- Ability to manage multiple priorities during emergency conditions.
- Ability to perform all work assignments safely.
- Ability to work in all types of weather conditions.

CURRENT SALARY

The current starting salary is (PG7DN) \$39,220 for City of Milwaukee residents. The non-resident starting salary is \$38,258 annually.

SELECTION PROCESS

The selection process will be job related and will consist of one or more of the following: education and experience evaluation; written, oral, or performance tests, or other assessment methods. The Department of Employee Relations reserves the right to call only the most qualified candidates to oral and performance examinations. Oral examinations may include written exercises. Selection process component weights will be determined by further analysis of the job.

INITIAL FILING DATE - The examination will be held as soon as practical after **February 17, 2016**. Receipt of applications may be discontinued at any time after this date without prior notice. However, recruitment may continue until the needs of the City have been met. Qualified applicants will be notified of the date, time, and place of the examination. Unless otherwise required by law, the City of Milwaukee will not provide alternative test administration. The applicant is responsible for attending all phases of the job selection process at the time and place designated by the City of Milwaukee.

- ***NOTE:** The City's residency requirement set forth in City Charter 5-02 is under litigation. Even though the City is legally able to enforce the current residency requirements based on a recent Wisconsin Court of Appeals decision, the City has agreed to continue to suspend enforcement of the ordinance during the time it may take to know whether the Wisconsin Supreme Court will review the case. Once the Supreme Court refuses review or affirms the Court of Appeals decision, the City intends to fully enforce the ordinance. Consequently, employees who disregard the requirements of the ordinance do so at their own risk. Applicants for City of Milwaukee positions should understand the City's commitment to its residency requirement. During this period of uncertainty it is important to take that into account when submitting an application and more importantly when deciding to accept an employment offer. Please contact (414) 286-3751 if you have questions regarding your individual circumstances as part of the application and/or selection process.*