

**VILLAGE OF HOFFMAN ESTATES**  
**JOB DESCRIPTION**  
**MAINTENANCE II CUSTOMER SERVICE METER TECHNICIAN**

*EFFECTIVE DATE:* August 15, 2011

<b>DEPARTMENT:</b> Public Works	<b>WORK LOCATION:</b> Public Works Center		<b>FLSA STATUS:</b> Non-Exempt
<b>CLASS CODE:</b> 6425	<b>RANGE:</b> 14PW	<b>PENSION:</b> IMRF	<b>UNION:</b> Teamster Local 700
<b>REPORTS TO:</b> Customer Service Supervisor	<b>LEVEL OF SUPERVISION RECEIVED:</b> Under the immediate supervision of the Customer Service Supervisor and the general supervision of the Water and Sewer Superintendent	<b>LICENSE/CERTIFICATES:</b> Class B CDL required upon date of hire and Class A CDL with tanker endorsement to be obtained within six (6) months of employment, if needed to meet department needs	

**SUMMARY:**

Provides public services to the residents of Hoffman Estates by performing semi-skilled and skilled duties related to routine and complex preventative maintenance, troubleshooting and repair work on residential and commercial water meters. Provides water-related customer service to Village residents. Uses a wide variety of equipment and tools. Participates in snow removal operations. Participates in other duties as assigned. Responds to and interacts with residents, employees and/or others within and outside the organization in a courteous, professional and effective manner.

<b>JOB NO.</b>	<b>ESSENTIAL JOB FUNCTIONS AND RESPONSIBILITIES</b>	<b>FREQUENCY</b>
1.	Operates automatic meter reading billing device to obtain water meter and vault readings. Inspects meters and connections for defects, damage, and unauthorized connections or use; reports findings to Supervisor. Conducts b-box excavations including connecting or replacing the round-way. Works with contractors to fill	Daily 50%

	meter and b-box needs. Reads and interprets maps and sketches of meter locations. Answers water customer questions while working on meters or refer customers to proper department of the Village. Maintains availability by radio for response to routine or emergency assignments.	
2.	Gives work direction to the Customer Service team in regards to meter work. Issues written and oral instruction; oversees and/or assists in the daily mail run from the Post Office to the Village Hall; ensures that departmental procedures are understood and carried out by team. Suggests new ways to improve efficiency within the meter work group. Conducts new employee orientation and training within the meter work group.	Daily 25%
3.	Requests quotes, places orders and requisitions, expedites backorders and opens purchase orders. Maintains appropriate inventory levels to facilitate emergency and non-emergency water meter and b-box maintenance and repairs; provides inventory to comply with contractor needs for new developments.	Daily 25%
4.	Practices customer service principles and acts as a representative of the Village of Hoffman Estates when interacting with residents, businesses, contractors, Village employees, vendors and the general public during the course of reading and repairing water meters or b-boxes.	Daily 25%
5.	Installation of water meter wiring from meter to outside of house through the attic or along baseboard as needed in new construction or due to remodeling.	Daily 10%
6.	Performs monthly water turnoffs on delinquent accounts	Monthly 10%
7.	Participates in a program of preventative maintenance and repair of all hand and power tools, specialized equipment and vehicles used to perform assignments; checks proper fluid levels, lubrication, lights, air pressure, etc. to ensure safe operation.	Daily 10%
8.	Operates large and small trucks for system operations and for snow plowing/salting. Work may be performed outside of normally scheduled work hours.	Daily 30%
9.	Performs tasks and follows instruction in a manner that ensures personal safety and the safety of others.	Daily 100%
10.	Participates in the department's ongoing training and cross training programs.	Daily 10%
11.	Operates and properly maintains all tools and equipment needed to perform the essential job functions and responsibilities listed above while adhering to all safety rules and practices.	Daily 100%

JOB NO.	OTHER RELATED DUTIES
1.	Provides back-up to and for the Customer Service Supervisor.
2.	May operate heavy equipment.
3.	Follows Village-wide and departmental safety rules and practices.
4.	Maintains routine records, prepares accurate progress and job completion reports and other required forms.
5.	Enters records at a computer terminal.
6.	Performs other duties, tasks, and responsibilities as assigned.

**SUPERVISORY RESPONSIBILITIES:** *(Select one – required)*

None required

Supervisory responsibilities are required to be carried out in accordance with the organization's policies and applicable laws. *(List specific responsibilities below)*

**EDUCATION, EXPERIENCE AND COMPUTER SKILLS:**

The designated education and experience levels best describe the minimum requirement needed to fulfill the essential job functions. However, any combination of equivalent education or experience may be considered.

**Education Level (Select one - required)**

- High school education with vocational training
- High school diploma or general education degree (GED)
- Two or more years of college coursework in related field
- Associate's degree (A.A.) from two-year college or technical school
- Bachelor's degree (B.A.) from four-year college or university
- Master's degree (M.A.)
- Doctoral degree (Ph.D.)
- Degree or coursework should be in...

**Experience Level (Select one - required)**

- No prior experience or training required
- Six months to one year related experience
- One to two years related experience
- Two to four years related experience
- Four to ten years related experience

**Additional Experience (Select as appropriate)**

- Experience in supervisory capacity...
- Experience in management capacity...
- Must meet the requirements as set by the Fire & Police Commission

**Computer Skills (Select as appropriate)**

- Entry and processing of data
- Word Processing data
- Spreadsheet software
- Database software
- Specialized applications:

**COMMUNICATION SKILLS:**

**English Language/Communication Skills (Select one)**

- Basic skills Ability to read, comprehend, listen to and follow basic verbal or written instructions and provide appropriate feedback. Ability to read, comprehend and/or create routine correspondence and memos using proper spelling, grammar, punctuation and sentence structure. Ability to effectively convey information one-on-one or to small groups of employees or customers.
- Intermediate skills Ability to read, comprehend, listen to and follow complex verbal or written instructions from multiple sources. Ability to provide appropriate feedback by asking probing questions and/or suggesting alternative approaches. Ability to read, comprehend, create and explain to others complex correspondence, reports and/or manuals. Ability to convey procedures and policies one-on-one or in groups to employees or customers.
- Advanced skills Ability to read or interpret all types of documents including safety rules and regulations, and procedure manuals. Ability to create and edit reports and correspondence from varied source material using appropriate style and format. Clearly convey instructions to employees or team. Ability to speak clearly and effectively before groups of customers answering questions appropriately.
- Business skills Ability to read, research, and analyze general business periodicals, professional journals, technical reports, finance documents or government laws and regulations. Ability to write reports, business correspondence, manuals and draft policies and procedures. Ability to effectively make presentations and respond to questions from groups of managers, customers, citizens, or other agencies.
- Specialized skills Ability to read, analyze and interpret professional, scientific, or technical manuals, procedures, plans, schematics, maps, blueprints, licenses, and/or legal documents. Ability to respond to inquiries from managers, customers, business community or regulatory agencies. Ability to draft responses to complex or technical issues and/or effectively present technical concepts or information to managers, customers, or other agencies in concise understandable terms.

**Foreign Language Skills (Complete if applicable)**

- Fluency in foreign language skills is:
- A Plus
  - Preferred
  - Required
- Ability to speak and/or read, write and comprehend.

**Required Language:**

## **REQUIRED COMPETENCIES:**

To perform this job successfully, an individual must be able to perform each essential job function satisfactorily. The required competencies listed below are representative of the knowledge, skills, and/or abilities required for successful job performance.

- Displays working knowledge of construction methods and procedures.
- Ability to supervise a small work group.
- Ability to learn the Village's geography.
- Ability to communicate effectively verbally and in writing using the English language.
- Ability to enter confined spaces.
- Ability to follow verbal and written instructions.
- Ability to establish successful working relationships with other employees, supervisors and other departments.
- Ability to respond to emergency call-outs on a 24 hour, 7-day basis; fulfill assigned call duty established on a rotating basis for emergency work which occurs after normal working hours (including weekends).
- Ability to read, write, speak and comprehend the English language.
- Proficient in reading, repairing and testing of meters and in the installation of meters.
- Displays working knowledge of motor vehicles, sewer jetting equipment, pick-up truck, large and small tractors, riding and push mowers, wood chipper, trailers, backhoe and front-end loader, high-lift, tow chain, air hose and nozzle, funnel, water cooler, grease gun, fuel cans, chainsaws, blowers, cut-off saw, table saw, plate compactor, mall, drill, ropes, ratchet straps, sprayers, basic mechanics, tool box tools, wheelbarrow, shovels, pitch fork, rakes, picks, sledgehammers, warning flags, safety cones, warning signs, catch basin/manhole vectoring equipment, sewer televising equipment all associated with large trucks, large dump trucks for hauling or snow and ice control operation, confined space entry equipment, hand and power tools, large portable pumps, generators and associated drive units, mobile radio, phone, calculator, photocopier, air compressor, asphalt and concrete saws, coring machine, broom, asphalt hammer, maps and respiratory protection equipment.

**PHYSICAL DEMANDS:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job with or without reasonable accommodations.

*(mark all 17 activities)*

----- Amount of Time -----

<u>Physical Activity</u>	None	Less than 1/3	1/3 to 2/3	More than 2/3
Stands	_____	_____	<u>  X  </u>	_____
Walks	_____	_____	<u>  X  </u>	<u>  X  </u>
Sits	_____	_____	<u>  X  </u>	_____
Uses fingers in a repetitive motion	_____	_____	_____	<u>  X  </u>
Uses hands to grasp, finger, handle, or feel	_____	_____	_____	<u>  X  </u>
Reaches with hands and arms above shoulder	_____	_____	<u>  X  </u>	_____
Climbs or balances	_____	<u>  X  </u>	_____	_____
Twists or turns	_____	<u>  X  </u>	_____	_____
Stoops, kneels, crouches, bends, or crawls	_____	<u>  X  </u>	_____	_____
Pulls, pushes, or carries	_____	_____	<u>  X  </u>	_____
Talks or hears	_____	_____	_____	<u>  X  </u>
Tastes or smells	_____	<u>  X  </u>	_____	_____
Operates a motor vehicle or heavy equipment	_____	_____	<u>  X  </u>	_____
Lifts or move 0 to 10 pounds (sedentary)	_____	_____	<u>  X  </u>	_____
Lifts or move 10 to 20 pounds (light)	_____	_____	<u>  X  </u>	_____
Lifts or move 20 to 50 pounds (moderate)	_____	_____	<u>  X  </u>	_____
Lifts or move 50 to 100 pounds (heavy)	_____	<u>  X  </u>	_____	_____

**VISION DEMANDS:**

The vision demands described here including the ability to adjust focus, close vision, sharpness of vision, depth perception, peripheral vision, distance vision, hand-eye coordination or as otherwise specified by the Board of Fire and Police Commissioners, are representative of those that must be met by an employee to successfully operate the tools and equipment needed to perform the essential functions of this job.

**Other Vision Demands (select if applicable)**

\_\_\_\_\_ Absence of color blindness

  X   Corrected vision of...

\_\_\_\_\_ Uncorrected vision of...

**As required by Illinois Secretary of State for Motor Vehicle Licensing**

*Enter specific vision requirement here*

**WORK ENVIRONMENT:**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job with or without reasonable accommodations.

*(mark all 15 conditions)*

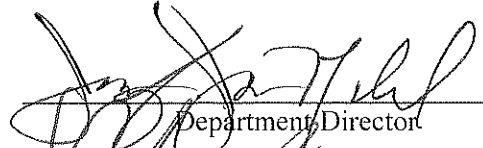
<u>Environmental Conditions</u>	----- Amount of Time -----			
	None	Less than 1/3	1/3 to 2/3	More than 2/3
Customary indoor conditions	_____	_____	<u>  X  </u>	_____
Customary outdoor weather conditions including extreme cold, extreme heat, and wet or humid conditions	_____	_____	_____	<u>  X  </u>
Non-weather conditions: extreme cold, extreme heat, and wet or humid conditions	_____	_____	<u>  X  </u>	_____
Works near moving mechanical parts	_____	_____	_____	<u>  X  </u>
Works in high precarious places, underground, or confined spaces	_____	_____	<u>  X  </u>	_____
Flying debris or airborne particles	_____	<u>  X  </u>	_____	_____
Fire, smoke, fumes, gases, or noxious odors	_____	<u>  X  </u>	_____	_____
Toxic or caustic chemicals, aerosols, liquids, solvents or oils	_____	_____	<u>  X  </u>	_____
Risk of electrical shock	_____	<u>  X  </u>	_____	_____
Works with explosives or risk of radiation	<u>  X  </u>	_____	_____	_____
Vibration	_____	_____	<u>  X  </u>	_____
Extreme illumination	_____	<u>  X  </u>	_____	_____
Low noise level (Normal voice tones)	_____	_____	<u>  X  </u>	_____
Moderate noise level (Raised voice levels)	_____	_____	<u>  X  </u>	_____
High noise level (Shouting/ear protection may be needed)	_____	_____	<u>  X  </u>	_____

The information listed above reflects minimum standards and illustrations of the various types of work that may be performed. The omission of specific job functions, requirements or tasks does not exclude them from the job if the work is similar, related or a logical extension of the work assigned.



This job description does not constitute an employment agreement between the employer and employee.

Recommended Approval:

  
\_\_\_\_\_

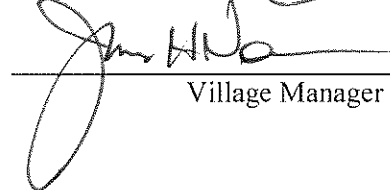
Department Director

Reviewed Approval:

  
\_\_\_\_\_

Human Resources Management Director

Approved:

  
\_\_\_\_\_

Village Manager

Effective Date: \_\_\_\_\_

Revision Date: \_\_\_\_\_