

**CITY OF SALEM  
WATER SERVICE REPRESENTATIVE**

**00502  
20502  
40502**

**NATURE OF WORK**

This is standard skilled work in the connection and discontinuance of water service to customers.

Work involves responsibility for the performance of a variety of skilled tasks in the turning on and turning off of water service to customers, the investigation and resolution of queries and complaints of customers, and the installation of meters and meter boxes. Responsibilities extend to making special meter readings for customers who have requested discontinuance of service and pulling meters where necessary. Work is performed within a standard framework of procedures, although an employee will frequently be called upon to independently make decisions within these general procedures with respect to resolving specific customer complaints.

**ILLUSTRATIVE EXAMPLES OF WORK**

(Any single position of a class will not usually involve all the duties listed and many positions will involve duties which are not listed.)

Uses standard tools of the plumbing trade to turn on and off water services; installs meter if necessary; in service turnoffs, ensures that all faucets and other facilities are off or leaves notice for the new customer where appropriate.

Conducts inspections to locate source of trouble in answer to customer complaints of high water bills and consumption; times meter to obtain rate of water loss; localizes cause of water loss; checks source of complaints of high or low pressure.

Reads meters which could not be read because of dirt or flooding and rectifies cause of difficulty.

Performs other related work as required.

**WORK QUALIFICATIONS**

Experience involving water service installations; graduation from high school; or any equivalent combination of experience and training which provides the following knowledges, skills, and abilities:

Considerable knowledge of the materials, methods, techniques, and tools used in utility service activities.

Ability to perform a variety of plumbing and related tasks.

Ability to meet customers and to answer questions and complaints tactfully and accurately.

Ability to understand and follow oral and written instructions.

Ability to legibly record written descriptions of field activities.

Ability to plan work and prioritize assignments to efficiently cover assigned area.

Physical stamina and agility to perform work duties.

Possession of a valid Oregon driver's license or Class 4 license and ability to meet City driving standards.

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Personnel Director