



Service Technician

The Service Technician is responsible for investigating and resolving any customer concerns, locating and providing maintenance to water pipe and equipment within all WRWA service areas; interpreting maps; acquiring GPS points, providing customer service to subcontractors, inspectors, outside agencies, and others; will serve on call on a rotational basis for response to customer calls and assist construction crew on emergency repair work as required.

ESSENTIAL JOB FUNCTIONS

- Assists construction crew to repair broken mains and service connections under routine or emergency conditions and restore area by using various tools and equipment.
- Performs valve and pipe maintenance and inspection, operating valves using proper procedures, cleans and repairs valve boxes, and determines source of malfunction or leaks.
- Ensures protection of public health and the water supply by staying abreast of current safety procedures and utilizing proper sanitation techniques when building and repairing water infrastructure
- Installs, removes, maintains, replaces, repairs, and field tests water meters and meter reading systems.
- Reads and interprets maps and diagrams to successfully locate underground water and wastewater pipes for homeowners, plumbers, utilities, and contractors.
- Inspects facilities and advises WRWA customers of requirements to initiate and/or maintain water service.
- Collection of water quality samples.
- Checks for water service and water main leaks, and reports findings for action.
- Maintains records, logs activities, and prepares reports as required.
- Required to be on rotating on call and respond to all weekend and after-hours duties.
- Operates company vehicles and other work equipment in a safe manner.
- Acquire GPS locations to be implemented into a GIS System.
- Performs wastewater maintenance.
- Works in a team environment with minimum supervision.
- Maintains a safe, clean, and orderly work area.
- Performs other duties of a similar nature.

NON-ESSENTIAL JOB FUNCTIONS

- Clean vehicles and equipment.
- Mowing/shoveling snow.
- Special projects as assigned.

QUALIFICATIONS

- Ability to build strong relationships with customers and demonstrate a high degree of trustworthiness and integrity.
- Ability to critically assess situations, solve problems, work effectively under stress and within deadlines.
- Demonstrates strong verbal and written communication skills when working with the public and others.
- Basic skill in reading and interpreting maps, charts, GIS data, and other documentation.
- Must be able to obtain Grade 1 Water Distribution License within one year of employment.
- Must provide proof of an insurance-acceptable driver's license.
- Must be able to successfully pass pre-employment drug test.
- Must have solid work references.
- Must have the ability to perform difficult physical labor.
- Must be at least 21 years of age.
- Must be able to report to the Ottumwa Shop location within 30 minutes.