



## JOB DESCRIPTION

### Service Call Technician

**DEPARTMENT:** Administration  
**SALARY GRADE:** 16

**DATE:** Jan 2016

**SUMMARY:** Under basic supervision, provides technical field service functions for customers of the Benbrook Water Authority (BWA).

**ESSENTIAL FUNCTIONS:** *The following duties ARE NOT intended to serve as a comprehensive list of all duties performed by all employees in this classification, only a representative summary of the primary duties and responsibilities. Incumbent(s) may not be required to perform all duties listed, and may be required to perform additional, position-specific duties.*

- Provides customer services for BWA clients; performs water utility repair and maintenance services according to assigned work orders and BWA policies and procedures; connects and disconnects water utility service; assures that meters are registering properly; responds to customer inquiries and complaints on utility services; report any violations of policy and regulations governing utility consumption; reports utility service problems, potential problems and service irregularities; locates water lines and checks for water leaks and damage.
- Provides prompt, courteous, and accurate service to the public with BWA services questions, requests for information, and complaints in order to maintain positive customer service relations.
- Supports the relationship between Benbrook Water Authority and the general public by demonstrating courteous and cooperative behavior when interacting with citizens, visitors, and BWA staff; maintains confidentiality of work-related issues and BWA information; performs other duties as required or assigned.
- This is a full-time position of a minimum 40 hour week. Required to report for work punctually, work all scheduled hours, and any required overtime as deemed necessary.

#### KNOWLEDGE AND SKILLS:

##### Knowledge:

- BWA policies and procedures.
- Methods and procedures used to install, test, maintain, and repair water meters and components.
- City geography, traffic patterns, streets, landmarks, and building locations
- Customer service principles and methods.

##### Skill in:

- Diagnosing and repairing problems with water meters and components.
- Operating and maintaining tools and equipment in a safe and effective manner.
- Establishing and maintaining cooperative working relationships with co-workers.
- Communicating effectively verbally and in writing.

#### MINIMUM QUALIFICATIONS:

High School diploma or GED equivalent; AND one year of customer service experience; OR an equivalent combination of education and experience.

#### LICENSE AND CERTIFICATION:

- Must possess a valid Texas Driver's License.
- Class C Water/Wastewater license from TCEQ is required within 30 months of hire.

**PHYSICAL DEMANDS AND WORKING ENVIRONMENT:**

Work is performed in BWA facilities and service locations throughout the City; may be exposed to safety hazards and dangerous tools and equipment; physical dexterity is required to work in confined spaces and use precision tools and equipment; ability to lift and carry 80 pounds unassisted; ability to climb, stoop, kneel and crouch.