

**CITY OF MOUNTAIN VIEW  
CLASS SPECIFICATION**

<b>Position Title:</b> Public Services Technician	<b>Job Family:</b> 6
<b>General Classification:</b> Front-Line	<b>Job Grade:</b> 10

**Definition:** This position supports Public Services Division customer service programs by performing water meter reading and data downloads, assisting customers with leak detection, delivering utility bill door hangers, removing graffiti, collecting abandoned shopping carts, and similar customer service activities.

**Distinguishing Characteristics:** Receives supervision from the Water Resources Manager with support from the Streets and Landfill Closure Manager.

**Examples of Duties:** Duties may include, but are not limited to, the following:

1. Remove graffiti from the public right-of-way using multiple techniques, including scrubbing, scraping, repainting, and applying graffiti remover. Work with residents, business owners, and property owners to remove graffiti from private property.
2. Collect abandoned shopping carts from the public right-of-way. Work with cart owners to ensure carts are retrieved from private property and the Municipal Operations Center. Maintain the inventory of collected carts at the Municipal Operations Center.
3. Handle complaints and answer basic questions from business owners and residents regarding Public Services customer service programs.
4. Download hourly water use to assist with customer leak detection; read and record water meter readings; and coordinate with others related to account status changes, nonpayment of bills, repairs, leaks, or other specified reasons.
5. Calculate water use from meter readings for proper billing and application of water credits due to leaks.
6. Monitor the water conservation hotline; respond to customer inquiries or complaints about water conservation in person, via phone, and electronically.
7. Deliver door hangers to notify customers of overdue utility bills and forthcoming water service shutoffs.
8. Perform other related duties as assigned.

**Minimum Qualifications:**

Knowledge of: General principles of water meters; procedures for reading water meters and interpreting water use data; City utility billing system; principles of water distribution and water conservation; painting and graffiti removal techniques; principles and practices of safety related to areas of assignment; procedures for maintaining written and computerized records of work activity; and equipment and other data pertaining to utility customer service work.

Ability to: Remove or cover graffiti from public property using various tools and cleaning materials; collect abandoned shopping carts from public property and move carts to designated locations; learn to independently read and document water consumption data from various types of water meters; explain water rates related to water service and billing to customers and the public; establish and maintain effective working relationships with those contacted in the course of work; effectively operate a personal computer; communicate clearly and concisely, both orally and in writing; learn division policies and procedures; properly use and care for tools, equipment, and materials; maintain computerized spreadsheets and records; and make oral and written reports on work activity and customer problems.

**Experience and Training Guidelines:** A combination of relevant experience, education, and training that will satisfy the required minimum qualifications, knowledge, and abilities.

Completion of the 12th grade and one year of customer service experience. Bilingual proficiency in one of the following languages is highly desirable: Mandarin, Russian, or Spanish.

**Required Licenses or Certificates:** Possession of a valid California Class C Driver License. Possession of an American Water Works Association Water Use Efficiency Practitioner, Grade 1, certification and possession of a California Water Resources Control Board Water Distribution Operator, Grade 1, certification within the first year of employment are highly desirable.

**Working Conditions:** Preemployment and periodic respiratory and hearing examinations may be required for this classification.

Established: July 2022

Revised:

HRD/CLASS SPECS

Public Services Technician