



**City of Rapid City
Utility Field Chief - Water
Position Description**

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Job Title: Utility Field Chief - Water

Department: Public Works

Division: Water

Reports To: Utility Billing and Service Supervisor

FLSA Status: Non-Exempt

Classification: AFSCME

Grade: 14

Prepared By: Jeff Crockett

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Approved By: Dale Tech

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SUMMARY

The Utility Field Crew Chief supports the efficient and timely billing of customers for Utility services by monitoring/reading of water meters and meter installation including service.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Essential duties and responsibilities include the following; other duties may be assigned:

1. Coordinates daily/monthly work flow.
2. Meets with customer(s) upon request to discuss meter function, process and plumbing issues related to billing.
3. Checks over completed service requests and/or work orders.
4. Assists in installation of water meters and radio read equipment, including tracking of inventory.
5. Assists in repairs and/or replaces meters and radio read equipment.
6. Prepares on call calendar and leads daily meetings and schedules.
7. Assists in the preparation of expense budget.
8. On occasion may be required to assist employees on routine and emergency operations including emergency situations after hours.
9. May assist other departments with issues related to curb boxes and meter access.

SUPERVISORY RESPONSIBILITIES

Directly supervises 6 employees in the Water Utility Field division. Carries out supervisory responsibilities in accordance within the AFSCME contract and the City's policies and applicable state and federal laws. Responsibilities include interviewing, recommend hiring and training employees; planning, assigning, and directing work; appraising performance; recommend disciplinary action; addressing complaints and resolving problems. The number of employees supervised may change with or without notice at the City's discretion.

MINIMUM QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience: High school diploma or general education degree (GED) and four (4) years related experience in meter reading and installation, customer service, utility construction or another closely related field.

Communication Skills: Must be able to provide professional and courteous customer service to internal and external customers, including direct and cross-functional team members. Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.



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Mathematical Skills: Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume. Ability to apply concepts of basic algebra and geometry.

Reasoning Ability: Ability to define problems, collect data, establish facts, and draw valid conclusions. Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables.

Computer and Administrative Skills: To perform this job successfully, an individual should have proficient working knowledge of Microsoft Office® products, utility billing software, and automatic meter reading software including the ability to enter information into the software and run reports.

Certificates, Licenses, Registrations: Must possess a valid South Dakota driver's license or ability to obtain within 30 days from date of hire.

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. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is regularly required to use hands to finger, handle, or feel and talk or hear. The employee is frequently required to stand; sit and reach with hands and arms. The employee is occasionally required to walk; climb or balance; stoop, kneel, crouch, or crawl and taste or smell. The employee must occasionally lift and/or move more than 100 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

Work Environment: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is frequently exposed to outside weather conditions. The employee is occasionally exposed to wet and/or humid conditions; moving mechanical parts; high, precarious places; fumes or airborne particles; toxic or caustic chemicals; risk of electrical shock; risk of radiation and vibration. The noise level in the work environment is usually very loud.