



CLASS TITLE: WATER RATE TAKER

CHARACTERISTICS OF THE CLASS

Under supervision, reads and checks water meters at residential and commercial properties, and performs related duties as required

ESSENTIAL DUTIES

- Contacts residents of homes or property managers of buildings and businesses to inform them of meter reading activities in their area and to arrange access to meters
- Travels to work locations
- Accesses basements and vaults and lifts heavy doors and lids to read meters and record water usage
- Inspects for illegal connections and checks water meters for proper registration
- Documents investigations of malfunctioning meters and customer complaints
- Responds to consumer inquiries
- Maintains inspection records and prepares work activity reports

NOTE: *The list of essential duties is not intended to be inclusive; there may be other duties that are essential to particular positions within the class.*

MINIMUM QUALIFICATIONS

Education, Training, and Experience

- One year of utility meter reading work experience or one year of customer service experience

Licensure, Certification, or Other Qualifications

- A valid State of Illinois driver's license is required
- Must have the permanent use of an automobile that is properly insured, including a clause specifically insuring the City of Chicago from accident liability

WORKING CONDITIONS

- General office environment
- Exposure to outdoor weather conditions
- Exposure to loud noise, fumes or dust, oily or wet environment

EQUIPMENT

- Standard office equipment (e.g., telephone, printer, photocopier, fax machine, calculator)
- Computers and peripheral equipment (e.g., personal computer, computer terminals, hand-held computer)
- Two-way radio
- Photographic and video equipment
- Personal protective equipment (e.g., hard hat, shoes, glasses, gloves, vest, pads)

PHYSICAL REQUIREMENTS

- Substantial lifting (up to 75 pounds) is required
- Ability to walk and stand for extended or continuous periods of time
- Ability to climb staircases, ladders, and/or step stools
- Ability to access difficult to enter spaces (e.g., roofs, basements, tanks, field equipment, water meter vaults, cramped quarters)

KNOWLEDGE, SKILLS, ABILITIES, AND OTHER WORK REQUIREMENTS

Knowledge

Some knowledge of:

- geographical locations in the City
- applicable computer hardware and software technology
- record keeping and report preparation methods, practices, and procedures
- customer service techniques

Knowledge of applicable City and department policies, procedures, rules, regulations, and ordinances

Skills

- *ACTIVE LEARNING - Understand the implications of new information for both current and future problem-solving and decision-making
- *ACTIVE LISTENING - Give full attention to what other people are saying, take time to understand the points being made, ask questions as appropriate, and not interrupt at inappropriate times
- *COORDINATION WITH OTHERS - Adjust actions in relation to others' actions
- *SERVICE ORIENTATION - Actively look for ways to help people
- *SOCIAL PERCEPTIVENESS - Demonstrate awareness of others' reactions and understand why they react as they do
- OPERATION MONITORING - Watch gauges, dials, or other indicators to make sure a machine is working properly
- QUALITY CONTROL ANALYSIS - Conduct tests and inspections of products, services, or processes to evaluate quality or performance
- TROUBLESHOOTING - Determine causes of operating errors and decide what to do about it

Abilities

- COMPREHEND ORAL INFORMATION - Listen to and understand information and ideas presented through spoken words and sentences
- SPEAK - Communicate information and ideas in speaking so others will understand
- COMPREHEND WRITTEN INFORMATION - Read and understand information and ideas presented in writing
- WRITE - Communicate information and ideas in writing so others will understand
- RECOGNIZE PROBLEMS - Tell when something is wrong or is likely to go wrong

Other Work Requirements

- PERSISTENCE - Persist in the face of obstacles on the job
- INITIATIVE - Demonstrate willingness to take on job challenges
- STAMINA - Demonstrate energy and stamina to accomplish work tasks
- COOPERATION - Be pleasant with others on the job and display a good-natured, cooperative attitude
- CONCERN FOR OTHERS - Demonstrate sensitivity to others' needs and feelings and be understanding and helpful on the job
- DEPENDABILITY - Demonstrate reliability, responsibility, and dependability and fulfill obligations
- ATTENTION TO DETAIL - Pay careful attention to detail and thoroughness in completing work tasks

All employees of the City of Chicago must demonstrate commitment to and compliance with applicable state and federal laws, and City ordinances and rules; the City's Ethics standards; and other City policies and procedures.

The City of Chicago will consider equivalent foreign degrees, accreditations, and credentials in evaluating qualifications.

* May be required at entry.

City of Chicago
Department of Human Resources
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