



Code: 1062

Family: Legal and Regulatory

Service: Administrative

Group: Statistical, Technical And Analytical

Series: Assessing and Taxation

CLASS TITLE: WATER METER ASSESSOR

CHARACTERISTICS OF THE CLASS

Under general supervision, performs field and office duties related to water rate assessments and meter services, and performs related duties as required

ESSENTIAL DUTIES

- Conducts water rate assessments of properties to open new metered water accounts and establish water service including type of service as it pertains to meter controls, service size, and location upgrades
- Establishes new billing accounts as well as replacement of old services to ensure future correct billing
- Makes field visits to take lot and building measurements and counts plumbing fixtures on assessed properties to ensure proper billing
- Conducts inspections of demolished and vacant properties to verify status and to close accounts
- Investigates reports of unbilled properties and takes appropriate measures based on findings
- Requests meter examinations by plumbers and updates corresponding property records and adjusts bills accordingly
- Documents problems encountered during inspections (e.g., unusual or illegal connections) and ensures problems are corrected
- Responds to consumer inquiries and complaints regarding meter readings, assessed non-metered accounts, and water bills
- Researches customer records and provides information to field staff
- Maintains records of new meter installations
- Prepares work activity reports
- Assists in training Water Rate Takers
- Performs meter reading and testing duties as required

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

- Two years of work experience as a Water Rate Taker; or an equivalent combination of education, training, and 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, modems)
- Two-way radio
- Photographic and video equipment
- Personal protective equipment (e.g., hard hat, shoes, glasses, gloves, vest, pads)

PHYSICAL REQUIREMENTS

- Some lifting (up to 25 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, cramped quarters)

KNOWLEDGE, SKILLS, ABILITIES, AND OTHER WORK REQUIREMENTS

Knowledge

Moderate knowledge of:

- permit and licensing applications, fees, and programs
- geographical locations in the City

Some knowledge of:

- applicable mathematical principles, methods, and procedures
- survey plats and deed restrictions
- 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
- *CRITICAL THINKING - Use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems
- *COMPLEX PROBLEM SOLVING - Identify complex problems and review related information to develop and evaluate options and implement solutions

- *SERVICE ORIENTATION - Actively look for ways to help people

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
- REASON TO SOLVE PROBLEMS - Apply general rules to specific problems to produce answers that make sense
- WORK WITH NUMBERS - Add, subtract, multiply, or divide quickly and correctly
- MAKE SENSE OF INFORMATION - Quickly make sense of, combine, and organize information into meaningful patterns

Other Work Requirements

- PERSISTENCE - Persist in the face of obstacles on the job
- INITIATIVE - Demonstrate willingness to take on job challenges
- 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 obligation
- 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
(Valtera Corporation)

Date: June, 2010