Job Description

Job Title:	Utility Assistant	Classification:	Unclassified
Department:	Finance	Grade:	520
Status:	Part-Time	FLSA:	Non-Exempt

Primary Purpose

Under very limited supervision; provides the shut-off notice while on-site at the property/residence to assist the Water Company.

Essential Job Functions

Management reserves the rights to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job. Regular and consistent attendance for the assigned work schedule is essential.

1. Drives City vehicles to specified locations within the City of Joplin, in coordination with the Water Company, to deliver a shut-off notification to the location via a door placard while Water Company personnel performs the manual shut-off of the water service.
2. Communicates contact information for the appropriate City resources if the property/owner residence requests it at the site.
3. Maintains confidentiality of files, records, reports as required by law, City policy, and procedures.

Other Duties

- Communicates timely with the supervisor when unusual events occur or an absence from work may be required.
- Performs other duties as assigned.

Minimum Qualifications

Knowledge of: Street names and locations in the City; effective customer service techniques.

Skill in: Operating a motor vehicle; interacting with upset members of the public.

Education: High school diploma or GED equivalent required.

Experience: No related work experience is required. Prior experience dealing with the public and knowledge of City streets is preferred.

Licenses and Certifications: Possess and maintain a valid state issued driver's license.

Physical Demands Requirements and Working Conditions

Must possess the ability to operate a motor vehicle; strength, stamina, and mobility to perform light physical work; walk from automobile to door/entry of property and deliver a notice; hearing and speech to communicate in person and over the telephone. Finger and hand dexterity is needed to provide shut-off notice at property or residence. Positions in the classification bend, stoop, kneel, and reach when

completing tasks at ground level and overhead on limited occasions. Employees work predominantly in an automobile or an outdoor environment and may be exposed to a variety of extreme weather conditions. Employees may interact with upset members of the public while providing the shut-off notification.

Miscellaneous Requirements

Requires successful post-offer completion of a background investigation, physical exam, and drug test as a condition of employment with the City of Joplin. Must be available to work the days and hours assigned; this position generally works two days a week, every other week a month from March through November.

Revision Date: 11/01/2021	Type of Change: Update position and job title
Revision details: City-wide job description revision and updates; job title change from Laborer I.	