

UTILITY TECHNICIAN (CASUAL)

Position ID: J0125-0138

Job Type: Part Time

Department: Utility Administration

Number Of Positions: 1

Min Salary: \$30.18/Hour

Max Salary: \$37.72/Hour

Closing Date: January 24, 2025

As one of the fastest growing cities in Alberta, the City of Airdrie is a recognized leader in building a vibrant and sustainable community through innovation.

At the City of Airdrie, incredible opportunities happen every day in a flexible work environment that is tailored to each department. Our inclusive culture and values create a workplace where we welcome aspiring, driven and creative individuals to help us accomplish our business and community goals. We are supportive of one another, and we have fun while we serve our community. We are passionate about improving the lives of our residents through care and respect; that is the foundation of our organization. At the City of Airdrie, we learn, grow and accomplish great things together.

If you have a passion for building a better community and are ready to join the excitement, we'd love to hear from you!

The Opportunity:

The Utility department provides for the installation and maintenance of water meters, meter reading, utility billing and collections, processing of customer payments, and answering general customer inquiries.

The Utility Technician is responsible for providing operation of service valves, meter reading, installations and the maintenance of water meters for both residential and commercial accounts. The Utility Technician regularly interacts with customers at their place of residence or business, to investigate customer concerns.

Responsibilities include:

- Responsible for scheduled or ad hoc water meter reading to record usage during the billing period via electronic reading software
- Responsible for the maintenance of water meters, including conducting onsite inspections/review of meter equipment to ensure that the meter is operating efficiently without leaks or damage and compliant with applicable bylaws
- Complete water meter installations for residential or commercial buildings, reset or replace meters as needed to ensure they are working properly
- Locate and turn Water Service valves as needed
- Responsible for hanging customer notice cards (e.g. welcome cards, disconnection cards, meter inspection cards, warning cards)
- Keep up to date on changes in the service area, such as new construction or vacant buildings
- Responsible for maintaining workspaces and equipment (e.g. technician shop area, tools and vans) to ensure they are in good working order
- Respond to concerns and communicate with customers regarding their usage (e.g. high consumption, zero consumption) or other irregularities
- Maintain lines of communication with the Utility Customer Service Representatives to complete daily tasks including emailing routine reports, providing critical updates, and providing in-the-field expertise
- Coordinate with other City of Airdrie departments on various projects
- Participate in activities related to continuous improvement and support the implementation of new processes and/or procedures

You Bring:

- Post-secondary education, certificate, or diploma in a related field (e.g. Water and Wastewater Technician Certificate, Plumbing or related trade)
- Water Distribution Certification Level I is an asset
- Valid Class 5 driver's licence
- Previous utility meter installation experience would be an asset
- Basic plumbing knowledge and/or plumbing experience
- Strong customer service skills
- Proficiency with various Microsoft applications (Word, Outlook, SharePoint) including a strong working knowledge of Excel
- Experience reading and interpreting location maps, drawings, plans and specifications
- Previous experience operating and working with an electronic meter reading system would be an asset
- Ability to work independently, and exercise sound judgement
- Aptitude for quick thinking and problem solving
- Strong communication and interpersonal skills
- Strong organizational skills with the ability to manage time and priorities effectively
- Ability to work well within a team environment and develop strong working relationships
- Ability and willingness to work outside in all conditions

We Offer:

Competitive compensation and the following benefits:

- EAP (Employee Assistance Program)
- Annual adult Genesis Place pass

We believe connection and culture are the keys to our customer service. We do this through continuous learning, regular team building, and organizational social events so all employees have the knowledge to provide excellence in service to our community.

Additional Information:

This is a casual position with guaranteed hours for the first 4 months of employment. The hours of work for the first 4 months are Monday - Friday 7:30 am - 4:30 pm. The full-time hours may be extended; however, it is not guaranteed.

After the 4 months, this position will not have guaranteed hours with the exception of working on Thursday's from 7:30am - 4:30pm. These hours may be changed as required to meet operational needs such as vacation or sick coverage. Operating hours are Monday - Friday 7:30 am - 4:30 pm and availability during these times will be required.

Next Steps:

Candidates are invited to apply online at www.Airdrie.ca

Postings close at 9 p.m. on the closing date listed in the posting. We recommend applying as soon as possible as we are not able to accept late applications.

Please review the job competition carefully and be sure to attach any specifically requested documentation in the My Documents section of your application.

Interviewing and hiring may commence prior to the posted closing date.

Thank you for your interest in the City of Airdrie.