

**Position Specific Career Ladder Criteria**

Position: Utility Serviceperson (Service)

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*Career Ladder Specifications*

**A. Entry Step**

- Pass background and driving record check
- Obtain a Montana State driver's license or ability to obtain one within 30 days
- Complete the job specific orientation and training
- Experience with and knowledge of general tools

Wage: Grade 12, Step 14, then Grade 14, Step 22 after completion of the 6-month probation period

**B. Intermediate Step**

Incumbents in this step must possess a minimum of one full year of experience working with Missoula's water system or equal, foster a culture strong in safety, adhere to Missoula Water standards and specifications, and support a positive team environment.

Work Elements:

- Perform lock offs
- Obtain final reads
- Process service orders electronically
- Conduct system flushing (blow offs)
- Perform lawn measurements for flat rate customers
- Obtain and process meter readings for billing
- Deliver notices for customer service
- Perform turn offs and ons for customers
- Perform high consumption investigations
- Perform customer request meter installations
- Conduct data logs on meters
- Completed confined space training
- Assist with utility locates
- Answer water quality questions
- Obtain a residential chlorine residual
- Perform a meter bypass inspection
- Install meters, antennas, and wall transmitters
- Assist with call shifts with an experienced employee
- Assist with new employee training
- Assist other teams as requested

Wage: Grade 12, Step 28

*All Departments*

**Education/experience requirements**

High school degree or equivalent

**C. Senior Step**

Incumbents in this step must have two full years of experience working with Missoula's water system or equal, foster a culture strong in safety, adhere to Missoula Water standards and specifications, and support a positive team environment.

Work Elements:

- Perform all tasks in the Intermediate Step
- Perform backflow/cross-connection inspections
- Obtain the Water Distribution certification
- Perform a main throttle down using system maps
- Assist with daily team scheduling
- Conduct water samples when necessary
- Provide on call support and availability when necessary
- Assist dispatch staff when necessary
- Complete at least four on call shifts per year
- Provide mentorship to coworkers
- Administer new employee training
- Assist other teams as requested

Wage: Grade 12, Step 34