

City of Vicksburg Job Description

Job Title: Lead Service Technician
Department: Gas
FLSA Status: Nonexempt
Reports To: Gas Supervisor
Approved By: Board of Mayor and Aldermen on August 10, 2026

Position Summary:

The Lead Service Technician is responsible for leading a crew of service technicians in a supervisory role and has advanced knowledge of specific work as related to water and gas meters and utility billing. The Lead Service Technician installs and repairs gas and water meters, regulators, ranges, and heaters in residential and commercial customers for the City of Vicksburg.

Essential Duties and Responsibilities:

The following duties are not all inclusive. Additional duties may be assigned.

- Oversee, prepare, and organize daily workload.
- Ensure that all service techs have the available equipment, tools, and supplies needed to perform work duties.
- Work directly with Utility Billing Administration to maintain meter reading and accuracy for billing.
- Able to perform all duties and requirements of a Service tech with advanced knowledge and skill.
- Picks up work orders from Water and Gas Administration for daily work schedule.
- Install and removes water and gas meters for new services and terminations.
- Check gas meter for emergency calls for smell orders and gas leaks.
- Lock off water and gas services for delinquent accounts for nonpayment.
- Reconnects Services for Cutoff list once accounts balances have been paid in full.
- Rereads and tests water and gas meters for customer complaints on billing and usage.
- Remove meters from location for stealing and tampering of services.
- Lights gas appliances in homes for new services and reconnections.
- Digs up water boxes to check and repair leaks on the city side.
- Uses equipment such as jackhammer, Wacker, pipe wrench, and other equipment.

- Uses electronic equipment such as handheld terminals, Tablets, Blue boxes, Touch readers, MXUs, and other electronic equipment to troubleshoot meter data to sync directly to central billing database.
- Repair and program meters when failure occurs from the system and to maintain operation and functionality.
- Maintains and cleans all equipment used.
- Repair and replace damaged wires, caps, and Flexnet boxes.
- Activate and deactivate meter smartpoints for accurate readings.
- Locate and mark water meters with paint or flags to identify location when meters are covered or hard to find.
- Complete meter changeouts as needed.
- Be able to examine water and gas meters for signs of tampering and report any inoperative, leaking, malfunctioning or damaged meter and registers.
- Manually record meter reading for meters that are not electronically read.
- Keep clear access to water and gas meters by cleaning, cutting, and brushing excessive dirt, vines, grass and other objects off and away from the meter boxes using the appropriate equipment and tools.
- Read meters with electronic device and learn daily routes and locations to maintain and record reading with accuracy.

Supervisory Responsibilities:

May be responsible for, oversee, and maintain the daily operations of service techs - a crew of 5 to 6 persons. Responsibilities include assigning and planning daily work, assuring all work is completed, and addressing complaints and resolving problems. Follow job duties in accordance to the City's policies and applicable laws.

Qualifications :

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions

Education and/or Experience:

High school diploma or general education degree (GED); Three years of related experience and/or training; or equivalent combination of education and experience with both water and gas meter operation.

Language Skills:

Basic language skills are required for this position.

Mathematical Skills:

Basic mathematical skills are required for this position.

Reasoning Ability:

Ability to apply common sense understanding to carry out detailed but uninvolved written or oral instructions. Ability to deal with problems involving a few concrete variables in standardized situations.

Computer Skills:

Use and knowledge of computer equipment for meter reading, troubleshooting, and repairing of electronic devices. Ability to read and program electronic devices for water and gas meters accurately using touchpads, tablets, and other computerized equipment. Ability to use basic computer skills to retrieve reports and daily work.

Certificates, Licenses, Registrations:

Must have and maintain a valid State of Mississippi driver's license. Must be willing to complete all of the required operator qualifications procedures and obtain field verification.

Other Skills and Abilities:

Must be willing and able to become certified to complete various tasks. Must be able to work with the public effectively. Must be able to work with little to no supervision. Must be able to work with others collectively as a team.

Other Qualifications:

Must be in good physical shape. Knowledge of water and gas meter operation is preferred but not required. Overtime, alternative work schedule and on-call duty will be assigned with little or no advanced notice.

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

While performing the duties of this job, the employee is regularly required to stand; walk; sit; use hands, handle, or feel, reach with hands and arms, climb or balance, stoop, kneel, crouch, or crawl, talk or hear and taste or smell. The employee must regularly lift and move up to 100 pounds. Employee must be able to crawl under confined spaces. Specific vision abilities required by this job include close vision, distance vision, color vision, depth perception and to adjust focus.

Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. While performing the duties of this job, the employee is regularly exposed to wet and/or humid conditions; fumes or airborne particles; toxic or caustic chemicals; outside weather conditions; extreme cold and extreme heat. The noise level in the work environment is usually moderate. The work will require excessive walking and working in outside environment in all types of weather conditions.