NORWOOD

The Gateway to Lake Tillery

WATER/SEWER TECHNICIAN

Date Open: 11-16-2026

Close Date: 12-16-2026

OVERVIEW

The Town of Norwood is an up and growing community with more miles of shoreline on Lake Tillery than any other municipality in Stanly County. We enjoy a high quality of living with great school systems, low taxes and good amenities. We are less than one-half hour from Morrow Mountain, Uwharrie Trails, and other great recreational spots.

FUNCTION

This position performs a variety of work involving field work orders associated with water and sewer services, metering equipment, as well as water and sewer line repair.

Position hours: Monday through Friday 7:00 am – 3:30 pm. Worker will also be on call and may earn substantial overtime.

SUMMARY

Work involves turning service on/off; reading some meters, installing and maintaining meters, searching for water and sewer leaks, repairing water and sewer leaks, operating backhoe, dump trucks, jetters, etc. Cleaning meter boxes. Locating utilities, using mobile equipment such as laptops, and other electronic devices. This position makes decisions in the field in real time, handles customer interactions well, cleans and stocks work trucks, handles inventory, and other assigned work as needed.

MAJOR DUTIES AND RESPONSIBILITIES

- Receives and completes assigned service work orders within a specified time period; accurately records the water meter readings; and enters pertinent notes associated with the work performed along with any notable conditions at each service address into a portable laptop.
- Performs field inspection of water meters; validates proper and accurate reading match with register; and provides readings for billings.
- Replaces inoperable or malfunctioning meter and/or metering equipment as required.
- Performs water flow test on meter to ensure equipment is functioning properly.
- Inspects water meter connections for leaks and replaces material as needed to repair leaks.
- Investigates customer complaints regarding such matters as high meter readings, noise, leaks, water quality, low/high water pressure, etc.; escalates situation if required.
- Performs meter box maintenance by cleaning out dirt and debris; ensures box lid fits correctly; and reports any meter box deficiencies or service line repairs.
- Reads maps to ascertain accurate location of customer addresses, lines, and right of ways.
- Performs preventative maintenance and daily inspections of vehicle and field computer equipment for proper function and reports malfunctions or deficiencies.
- Reports on fire hydrant leaks, water main leaks, and other water distribution issues in a timely manner.
- Reports on missing manholes covers and valve lid covers.
- Communicates to internal and external customers on how a meter and transmitter operate.
- Serves as first responder to water distribution and network emergencies.

- Performs other related job duties as assigned.

KNOWLEDGE, SKILLS, AND ABILITIES

- Knowledge of water utility operations.
- Knowledge of principles of customer service.
- Skill in communicating, both verbally and in writing.
- Skill in reading maps.
- Ability to communicate clearly and concisely.
- Ability to maintain effective working relationships.
- Ability to follow directives and instructions.
- Must have good attitude and a “can do” spirit

PREFERRED QUALIFICATIONS

- Two (2) years of related work experience preferably experience in water or sewer utility operations.

MINIMUM QUALIFICATIONS

- High school diploma or GED from an accredited school.

CONDITIONS OF EMPLOYMENT

The Town’s Background Check Policy requires background checks to be conducted on final internal or external candidate(s) applying for any position with the Town of Norwood. The type of information that will be collected as part of a background check includes, but is not limited to: reference checks, social security verification, education verification, criminal conviction record check, and, if applicable, a credit history check, sex offender registry and motor vehicle records check.

Background checks must be in compliance with all federal and state statutes, such as the Fair Credit Reporting Act (FCRA). The checks must be consistent with the guidelines set forth by these laws requiring organizations to obtain a candidate’s written authorization before obtaining a criminal background report, motor vehicle records check or credit report; and to properly store and dispose of information derived from such reports.

Final candidates may have to pass a pre-employment drug-screening test and physical examination. During the selection process, candidates may be asked to take a skills test, and/or participate in other assessments.

The Town of Norwood is an Equal Opportunity Employer.

HOW TO APPLY

Application online and can be mailed to Town of Norwood, PO Box 697, Norwood, NC 28128, dropped off at Town Hall, or emailed to townclerk@norwoodnc.gov.

Federal law requires employers to provide reasonable accommodations to qualified individuals with disabilities. Please tell us if you require a reasonable accommodation to apply for a job.

Anyone seeking an accommodation to apply for a job may call (704) 474-3416 for assistance or you may email townclerk@norwoodnc.gov.

BENEFITS

The Town of Norwood provides a comprehensive benefits package to all full-time employees.

The Town of Norwood is a drug and alcohol-free workplace. EOE Employer