



September 2020
FLSA: NON-EXEMPT

CUSTOMER SERVICE FIELD REPRESENTATIVE

DEFINITION

Under general supervision, performs fieldwork in reading water meters and recording amounts consumed for billing purposes; performs a variety of routine to skilled work in the installation, repair and maintenance of the District's water meter boxes and related equipment; makes field service calls to customers to perform a variety of service and collection tasks; turns water service on and off per customer request or District policy; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from the Administration Supervisor and/or Operations Manager. Technical or functional supervision and/or training may also be provided by the Water Division Operators. No direct supervision of staff is exercised.

CLASS CHARACTERISTICS

This is a skilled level classification responsible for turning water services on or off, setting, maintaining, repairing and reading meters, collecting delinquent bills and inspecting customer property for leaks and other billing related issues. Responsibilities require the use of tact, discretion, independent judgment and frequent interaction with the public. Responsibilities include inspecting and attending to assigned areas in a timely manner and performing a wide variety of tasks related to the installation, maintenance and repair of water meters. This class is distinguished from the Water Division Operator series in that the latter is responsible for performing the operation, installation, repair and maintenance of the District's water distribution and treatment system.

EXAMPLES OF ESSENTIAL FUNCTIONS (Illustrative Only)

Management reserves the right 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.

- Reads water meters in varied terrains and in all weather conditions; records figures using handheld computers for billing purposes.
- Activates, programs and troubleshoots handheld meter reading devices; loads meter reading data in to and out of meter reading device(s).
- Performs a variety of skilled work to inspect, maintain and repair meter shut off valves and meters,
- Performs customer service duties by performing courtesies turn-ons and shut-offs, checking for leaks or dead meters; reports water use violations; assists customers in resolving water volume and pressure problems.

- Observes condition of meter or other unusual conditions relative to need for repair; maintains meters, boxes, lids and landscape around meter boxes; installs water meters and customer valves.
- Enforces and explains to customers the District's water conservation plan and related ordinances; assists customers with best practices for water conservation.
- Completes and hangs door tags in order to provide customers with specialized information about their water service (e.g., when consumption is unusually high, when an obstruction prevents reading of meter, and/or when service shut-offs may be required for maintenance purposes).
- Reads and interprets maps and diagrams in the performance of the work.
- Performs valve maintenance and leak detection with the use of electronic devices.
- Answers customer inquiries and refers customers to the proper District personnel if additional information is requested.
- Assist with creating maps using GPS to identify all meter locations in the District.
- May assist other Division staff in emergency or relief situations.
- Prepares clear and concise daily operational reports.
- Adheres to proper operational, safety and hazardous material procedures.
- Follows District policies, procedures and safety regulations.
- Maintains a clean and safe work area and adheres to all safety requirements.
- Answers inquiries from citizens regarding work performed; maintains accurate records of work performed.
- Responds to after-hours emergencies when asked to.
- Performs other duties as assigned.

QUALIFICATIONS

Knowledge of:

- The operation and minor maintenance of a variety of hand and power tools, vehicles and power equipment.
- Shop arithmetic.
- Safety equipment and practices related to the work.
- Safe driving rules and practices.
- Basic computer software related to work, including handheld computer devices for meter reading purposes.
- English usage, spelling, vocabulary, grammar and punctuation.
- Techniques for providing a high level of customer service and dealing effectively with the public, vendors, contractors and District staff, in person, by electronic means and over the telephone.

Ability to:

- Meet the physical requirements necessary to safely and effectively perform required duties.
- Post data accurately on forms and prepare simple records.
- Read and interpret street maps.

- Troubleshoot maintenance problems and determine materials and supplies required for repair.
- Make accurate arithmetic calculations.
- Safely and effectively use and operate hand tools, mechanical equipment, power tools, and equipment required for the work.
- Perform routine equipment maintenance.
- Maintain accurate logs, records and basic written records of work performed.
- Follow department policies and procedures related to assigned duties.
- Understand and follow oral and written instructions.
- Organize own work, set priorities and meet critical time deadlines.
- Use English effectively to communicate in person, over the telephone and in writing.
- Use tact, initiative, prudence and independent judgment within general policy, procedural and legal guidelines.
- Establish and maintain effective working relationships with those contacted in the course of the work.
- Observe safe work practices.
- Operate modern office equipment, including computer equipment and software programs.

Education and Experience:

Any combination of training and experience which would provide the required knowledge, skills and abilities is qualifying. A typical way to obtain the required qualifications would be:

Equivalent to the completion of the twelfth (12th) grade and one (1) year of experience in dealing with the public in a customer service capacity and/or one (1) year of experience working in a construction or mechanical repair activity.

Required License(s)/Certifications:

- Valid California driver's license Class C with acceptable driving record.
- Within 18 months of the date of entry into the position, must obtain a Grade 1 Water Distribution Operator Certificate.
- Within 24 months of the date of entry into the position, a Grade 1 Collection System Maintenance Certificate issued by the CWEA.

PHYSICAL DEMANDS

Must possess mobility to work outdoors in the field; strength, stamina and mobility to perform medium to heavy physical work, to work in confined spaces, around machines and to climb and descend ladders, and operate varied hand and power tools and construction equipment; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone or radio. The job involves fieldwork requiring frequent walking in operational areas to identify problems or hazards. Finger dexterity is needed to access, enter and retrieve data using a computer keyboard or calculator and to operate above-mentioned tools and equipment. Positions in this classification bend, stoop, kneel, reach and climb to perform work

and inspect work sites. Employees must possess the ability to lift, carry, push, and pull materials and objects weighing up to 75 pounds and heavier weights with the use of proper equipment.

ENVIRONMENTAL ELEMENTS

Employees work in the field and are exposed to loud noise levels, cold and hot temperatures, inclement weather conditions, road hazards, vibration, confining workspace, chemicals, dirt, grease, wastewater, mud, mechanical and/or electrical hazards and hazardous physical substances, fumes, odors, infectious waste, etc. Employees may interact with other staff and/or public and private representatives and contractors in interpreting and enforcing departmental policies and procedures.

WORKING CONDITIONS

- Must live within 30 minutes of the District for emergency response if needed.
- May be required to be available for dispatch to emergencies.
- Working conditions may be extremely hazardous.