SOUTH COAST WATER DISTRICT

CUSTOMER SERVICE FIELD REPRESENTATIVE I/II

DEFINITION

Under direct or 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 direct or general supervision from the Customer Service Field Supervisor. No direct supervision of staff is exercised. May exercise technical and functional direction over a lower-level class.

CLASS CHARACTERISTICS

Customer Service Field Representative I: This is the entry-level class in the customer service field representative series. Initially under close supervision, incumbents with basic maintenance experience learn how to turn water services on or off, set, maintain, repair and read meters, collect delinquent bills, and inspect consumer property for leaks and other billing related issues. As experience is gained, assignments become more varied and are performed with greater independence. This class is alternately-staffed with Customer Service Field Representative II and incumbents may advance to the higher level after gaining the knowledge, skill, experience, licenses and certifications which meet the qualifications for and demonstrating the ability to perform the work of the higher-level class.

Customer Service Field Representative II: This is the journey-level classification in the customer service field representative series. Incumbents are expected to perform the full range of duties related to the field customer services, including turning water services on or off, setting, maintaining, repairing and reading meters, collecting delinquent bills, and inspecting consumer property for leaks and other billing related issues. Responsibilities require the use of tact, discretion, and independent judgment and frequent interaction with the public. This class is distinguished from the Senior Customer Service Field Representative in that the latter is responsible for technical and functional direction over lower-level field customer service staff and is capable of performing the most complex duties assigned to the division.

EXAMPLES OF ESSENTIAL JOB FUNCTIONS

Duties may include, but are not limited to, the following:

- Reads water meters on an assigned route including temporary construction and reclaimed water distribution water meters; records figures using the Automated Meter Reader (AMR) for billing purposes; computes consumption.
- Activates, programs and troubleshoots AMR devices; processes new customer meter installations; assigns route and sequence numbers and new account numbers; maintains a file on new tracts.
- Observes and reports meter or service defects, unusual water flow, unauthorized fire hydrant use or unauthorized use of reclaimed water; submits work orders to Operations Department for the repair of service leaks.
- Maintains meters, boxes, lids and landscape around meter boxes; installs water meters and customer valves.
- Performs a variety of semi-skilled work to inspect, maintain and repair valves, meters, water distribution pipelines and related appurtenances.
Performs valve maintenance and leak detection with the use of electronic devices.
Performs customer service duties by performing courtesy turn-ons and shut-offs, checking for leaks or dead meters; reports water use violations; assists customers in resolving water volume and pressure problems.
Provides 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.
Answers customer inquiries and refer customers to the proper District personnel if additional information is requested.
May assist other maintenance crews in emergency or relief situations.
Performs other duties as assigned.

QUALIFICATIONS

Knowledge of:

- Knowledge of meter reading devices and sizes and types of water meters.
- Knowledge of methods and procedures for installing, testing, maintaining and repairing water meters.
- Utility billing procedures.
- The operation and minor maintenance of a variety of hand and power tools, vehicles and power equipment.
- Basic principles, practices, tools and materials for maintaining and repairing water distribution systems, storm and sanitary wastewater collection systems, and other related facilities and equipment.
- Basic traffic control procedures and traffic sign regulations.
- Shop arithmetic.
- Safety equipment and practices related to the work, including the handling of hazardous chemicals.
- Safe driving rules and practices.
- Basic computer software related to work, including computer devices for meter reading purposes.
- English usage, spelling, vocabulary, grammar and punctuation.
- Techniques for providing a high level of customer service to public and District staff, in person and over the telephone.

Ability to:

- Install, read, and repair a variety of types of water meters.
- Post data accurately on forms and prepare simple records.
- Read and interpret street maps.
- Perform maintenance and repair work on streets, water distribution and wastewater collection systems, facilities and equipment such as found in the District in emergency situations or as needed.
- Set up and operate traffic area construction zones, including cones, barricades and flagging.
- Troubleshoot maintenance problems and determine materials and supplies required for repair.
- Make accurate arithmetic calculations.
- Read and interpret construction drawings and specifications.
- 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.

**EXPERIENCE AND TRAINING GUIDELINES**

*Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:*

**Experience:**

**Customer Service Field Representative I:** One (1) year of experience in the maintenance or repair of underground utilities and/or water meters, or a related mechanical maintenance field.

**Customer Service Field Representative II:** In addition to the above, two (2) years of experience in the maintenance or repair of underground utilities and/or water meters, or a related mechanical maintenance field.

**Training:**

**Customer Service Field Representative I/II:** Equivalent to the completion of the twelfth (12th) grade.

**License or Certificate:**

**Customer Service Field Representative I/II:**

- Valid California class C driver’s license with satisfactory driving record.

**Customer Service Field Representative I:**

- Possession of, or the ability to obtain, a Grade I Water Distribution Operator certificate issued by the California Department of Health Services (DHS) within the one (1) year of employment.

**Customer Service Field Representative II:**

- Possession of, or the ability to obtain, a Grade II Water Distribution Operator certificate issued by the DHS within one (1) year of employment.

**PHYSICAL DEMANDS**

Must possess mobility to work 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; to operate a motor vehicle and visit various District sites; 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 50 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, mechanical and/or electrical hazards, and hazardous physical substances and fumes. Employees may interact with upset staff and/or public and private representatives, and contractors in interpreting and enforcing departmental policies and procedures.

*The specific statements shown in each section of this classification description are not intended to be all-inclusive. They represent the essential functions and minimum qualifications necessary to successfully*
perform the assigned functions. 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.