SOUTH COAST WATER DISTRICT

SENIOR CUSTOMER SERVICE FIELD REPRESENTATIVE

DEFINITION

Under general supervision, provides work direction and review to customer service field representatives; sets priorities and directs the work of assigned staff on a project or day-to-day basis; performs routine to complex 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 Customer Service Field Supervisor. Exercises technical and functional direction over assigned staff.

CLASS CHARACTERISTICS

This is the advanced journey-level in the customer service field representative series that performs complex duties related to turning water services on or off, setting, maintaining, repairing and reading meters, collecting delinquent bills, and inspecting consumer properties for leaks and other billing related issues. Responsibilities require the use of tact, discretion, and 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 in the maintenance and repair of assigned facilities and systems. This class is distinguished from the Customer Service Field Supervisor in that the latter is the full supervisory-level class in the series responsible for organizing, assigning, supervising and reviewing the work of assigned staff involved in field customer service.

EXAMPLES OF ESSENTIAL JOB FUNCTIONS

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

- Provides technical and functional direction to assigned customer service field staff; reviews and controls quality of work; assists in completing employee evaluations; participates in performing routine to complex maintenance and repair work.
- Plans, schedules, prioritizes and assigns meter reading, maintenance and repair work in consultation with a Customer Service Field Supervisor; communicates status of reading, maintenance, and repairs to appropriate personnel, working cooperatively to schedule reading, maintenance, and repairs in accordance with established and special operational priorities.
- Trains employees in work methods and procedures, use of tools and equipment, and relevant safety precautions.
- Assists in developing work plans, procedures, and schedules, and coordinates personnel, equipment and other resources needed to complete day-to-day work.
- Requests supplies and equipment for work projects; maintains records of purchase orders; may assist in developing budget figures for the division.
- Ensures that safe work methods are being used and makes appropriate use of related safety equipment as required.
- Reads all water meters on 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.

May 2008
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.

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.

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 refers 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:

- Basic principles of supervision and training.
- 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.
- Maintenance 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 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:

- Plan, schedule, assign, and oversee activities of customer service field personnel.
- Inspect the work of others and maintain established quality control standards.
- Train others in proper and safe work procedures.
- Identify and implement effective course of action to complete assigned work.
- Oversee and participate in maintenance and other related projects.
- Install, read, and repair a variety of styles of water meters.
- Post data accurately on forms and prepare simple records.
- Perform construction, modification, maintenance and repair work on streets, water distribution and wastewater collection systems, facilities and equipment such as found in the District.
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, blue prints, and various types of maps.
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:

Three (3) years of increasingly responsible experience in the maintenance or repair of underground utilities and/or water meters, or a related mechanical maintenance field.

Training:

Equivalent to the completion of the twelfth (12th) grade.

License or Certificate:

Valid California class C driver’s license with satisfactory driving record.
Possession of and ability to maintain a Grade II Water Distribution Operator certificate issued by the California Department of Health Services.
Possession of and ability to maintain a Grade III Water Distribution Operator certificate issued by the DHS is desirable.

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.