

CUSTOMER SERVICE FIELD SPECIALIST

DEFINITION

Under general supervision, performs meter reading, inspection and customer service work related to water distribution; performs related work as assigned.

CLASS CHARACTERISTICS

This is the entry level class and workers are to perform assigned duties independently or under the supervision of the Customer Service Field Supervisor. Incumbents are expected to perform a variety of duties in meter reading and customer service work.

ESSENTIAL FUNCTIONS

The following is a non-exclusive list of essential functions. These functions may not be present in all positions in multiple position classes. When a position is to be filled, the essential functions will be noted in the announcement of position availability. Letters in parenthesis at the end of each function statement represent the abilities required to perform that function.

Reads meters on an assigned route, enters readings into hand-held computer, re-reads meters as necessary. (a b c d e f g h i l m n o)

Operates hand-held and office computers; enters and retrieves data; uploads and downloads hand-held equipment. (d e f g h i k n o)

Investigates unusual readings and customer complaints regarding high bills, taste and odor, pressure and related problems; resolves problems or prepares work orders for follow-up. (a b c d e f g h i k o)

Inspects meters and lines for damage or leaks; repairs minor leaks, replaces meter lids; reports inoperative or damaged meters, bypassed meters and related problems; clears or reports meters obstructed by landscaping; orders parts and supplies. (a b d e f g h i j m o)

Inspects new housing tracts for correct installation of water meters; records information on meters to set up new accounts and provides data to office. (a b c d e f g h i k l m n o)

Turns services on and off as required; posts notices of service; prepares incident reports. (a c d e f g i o)

Provides information to customers or refers to others as appropriate; maintains good public relations, notifies customers as required. (a c d e g i o)

Operates vehicles in performing assignments; inspects and fuels vehicles and performs minor maintenance, reports needed repairs. (a d e f g i o)

Prepares a variety of records and reports related to the work; prepares work orders as necessary.(d e f g h i k n o)

May perform duties of Customer Service Field Supervisor during absences and/or vacations.(All)

May cross-train with crews performing maintenance or repair to water and/or sewer mains and appurtenances. (All)

REQUISITE ABILITIES

- a. Communicate clearly and concisely, both orally and in writing.
- b. Identify meter irregularities and recommend how to correct.
- c. Deal tactfully and courteously with the public, often in difficult or strained circumstances and establish and maintain effective relationships with the community at large.
- d. Understand and carry out written and oral directions.
- e. Work independently and safely.
- f. Maintain and keep accurate records.
- g. Follow safe work practices and work safely.
- h. Read gauges and meters accurately.
- i. Understand, explain and apply policies and procedures.
- j. Repair meters.
- k. Perform mathematical computations such as addition, subtraction, multiplication and division.
- l. Follow an assigned meter reading route in a prescribed period of time.
- m. Read and interpret maps and plans.
- n. Operate a computer and hand held meter reading devices.
- o. Meet the physical requirements established by the District.

QUALIFICATIONS GUIDELINESEducation and/or Experience

Any combination of education and/or experience that has provided the knowledge, skills, and abilities necessary for acceptable job performance. Example combinations include equivalent to graduation from high school and one year of experience in reading and/or servicing utility meters . The Customer Service Field Specialist position will be automatically promoted to a Maintenance Technician after receiving a Certification 1 in Distribution or Treatment. The duties of the position may not be affected. The promotion will include a 5% salary increase.

Knowledge and Skill Level

Working knowledge of business arithmetic; computer applications related to the work; a general knowledge of landscaping practices, plumbing or construction; safe work methods and safety precautions related to the work.

Physical Requirements

Employees must meet the following requirements which are necessary to successfully perform the essential functions of this class: work out of doors in all weather conditions on a variety of terrain with exposure to dust, dirt, stinging and biting insects, and hostile dogs; have strength and stamina sufficient to walk long distances, to stand for extended periods of time; bend, stoop, and kneel repeatedly; lift and carry objects weighing up to 90 pounds; communicate orally face-to-face and over the telephone and radio and have hearing and vision within normal ranges.

Special Requirements

Possession of or ability to obtain a Class C California driver's license and a satisfactory driving record.