



Water Service Representative

Summary

Perform field and office duties in support of City water utility revenue and customer service activities including customer complaints, meter reading, and repair services; explain the City's policies and procedures with respect to meter related services to the City's customers.

Class Characteristics

General supervision is provided by the Utility Supervisor; responsibilities may include the indirect supervision of support staff.

This class is distinguished from other water service classes in that the emphasis is on customer service and meter reading, rather than the installation and repair of water distribution systems.

Essential Duties, Skills, and Demands of the Position

The duties, skills, and demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with a disability to perform the essential duties, skills, and demands.

Duties:

Read residential, commercial, and industrial water service meters, on foot or from a vehicle, following an established route; record readings by using a hand-held computer or by posting readings into a meter book; reread meters when consumption appears to be unusually high or low; note the need for meter service, maintenance, or repair.

Receive and investigate customer inquiries and complaints regarding high and low bills, leaks, water pressure, etc.; make appointments and meet the customer at the service site; resolve complaints by locating leaks, explaining the City's operating policies and procedures.

Contact customers regarding delinquent accounts or returned checks and arrange for collection; explain the City's policies and procedures with respect to bill payment.

Make readings for final bills; turn water on or off; accept information; may lock off service or remove meters for delinquent payment.

Lay out meter routes in new service areas.

Clean and maintain meters in the field; install or replace meters and repair minor leaks; investigate, initiate action or resolve water distribution system minor repair matters during specified hours.

Prepare and maintain records and reports of work performed.

Drive a variety of motor vehicles in the performance of the work.

Use appropriate hand and power tools to accomplish assigned work in a safe manner.

As required, assist with utility operations and maintenance and repair work.

Perform related duties as assigned.

Skills/Abilities:

Perform a variety of duties in support of meter and customer services within a municipal water agency.

Interpret, apply, and explain a variety of policies and procedures related to water billing and meter services.

Analyze customer complaints and determine appropriate solutions.

Utilize a variety of tools and equipment in the installation and minor maintenance of water meters.

Learn the geographic area serviced by the City's water utility system.

Understand and follow oral and written directions.

Make accurate arithmetic calculations.

Maintain accurate records.

Operate a variety of motor vehicles.

Read and interpret maps and drawings to determine route options.

Communicate effectively both verbally and in writing.

Establish and maintain effective working relationships with those contacted in the course of the work.

Physical Demands and Work Environment:

While performing the duties of this job, the employee is regularly required to sit, stand, walk, use hands to finger, handle, or feel, and talk or hear. The employee frequently is required to reach with hands and arms; climb or balance; stoop, kneel, crouch, or crawl; and taste or smell. The employee must frequently lift and/or move weight up to 70 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus. While performing the duties of this job, the employee is frequently exposed to outside weather conditions. The employee is occasionally exposed to fumes or airborne particles. The employee occasionally works with use of vehicle. The noise level in the work environment is usually moderate.

QUALIFICATIONS

Knowledge of:

Operations and services of a water distribution agency.

Principles and practices of quality customer service.

Methods and techniques of reading water meters, either manually or through the use of handheld electronic devices.

Methods and techniques of identifying and resolving customer issues such as excess water usage and related problems.

Methods and techniques of installing and repairing water meters.

Methods and techniques of performing minor repairs to the water distribution system as it relates to meter services.

Operational characteristics of equipment and materials used in water meter reading and repair.

Principles and practices of preparing and maintaining service records and reports.

Basic mathematical principles.

Education and Experience

Any combination equivalent to the education and experience likely to provide the required knowledge and abilities would be qualifying. A typical way to gain such knowledge and abilities would be:

Education:

Equivalent to graduation from high school.

Experience:

Two years of experience in explaining rules and regulations to the public and resolving inquiries and complaints, or the installation, maintenance or repair of water distribution or similar underground systems. Experience in a setting which will have provided knowledge of water utility functions is desirable.

Certificates/Licenses:

Obtain California Department of Health Services Grade I Water Distribution Certificate prior to advancing to Step 3 of pay range.

Possession of a valid California Class C driver's license.

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