



UTILITY SERVICE FIELD REPRESENTATIVE

Definition: Under general supervision of the Division Supervisor or Customer Service Specialist, performs water service-related tasks in the connection or disconnection of water services and collection of overdue payments.

Essential Functions: (Essential functions, as defined under the Americans with Disabilities Act, may include the following tasks, knowledge, skills, and other characteristics. This list of tasks is ILLUSTRATIVE ONLY and is not a comprehensive listing of all functions and tasks performed by positions in this class.)

Tasks:

Connects and disconnects water service to homes and businesses. Collects on overdue water payments. Repairs, removes and/or replaces inoperative meters. Receives, investigates, and responds to customer questions and complaints. Re-reads and verifies meters for excessive or low consumption readings. Checks meters for leaks. Reads meters for new accounts and final billing. Completes appropriate daily paperwork and reports. May assume the duties of Utility Meter Reader during times of absence. Pick up mail from post office and deliver to Department. May assume duties of account clerk on occasion. Performs other duties as assigned.

Knowledge, Skills, and Other Characteristics:

- Knowledge of applicable Federal, State, and City policies, laws, and regulations affecting Department activities.
- Knowledge of the functions of water meters and techniques of adjustment, removal and reinstallation.
- Knowledge of meter location in homes and businesses.
- Knowledge of techniques of collection of overdue bills.
- Skill in reading meters, recording reading, and maintaining simple records.
- Skill in the application of communication and interpersonal skills as applied to interaction with co-workers, supervisor, and the general public, sufficient to exchange or convey information and to receive work direction.
- Skill in maintaining records.
- Skill in operating assigned office computers/software.
- Skill in promoting and enforcing safe work practices.
- Skill in organizing and prioritizing workload and managing multiple projects at the same time.

- Skill in identifying and maintaining the confidentiality of sensitive and important information while using diplomacy and tact.
- Skill in analyzing problems, identifying realistic, feasible solutions, projecting consequences of proposed actions and contributing to a consensus which can be implemented.

Materials and Equipment:

Automobile

Maps

Two-way radio

Meters

Division Forms

Specialty tools for meters (e.g. lid wrench, crescent/pipe wrenches, shut-off keys, etc.)

Mental and Physical Abilities: Mental work efforts involve interpretation and application of oral and written instructions requiring basic decision-making and assuming responsibility which could impact the availability of water to customers. Physical requirements include the ability to sit, stand, walk and drive for most of the work shift, ability to move moderate (25-50 lbs) materials occasionally, ability to move heavy (over 100 lbs) infrequently, ability to walk on uneven surfaces, ability to climb to get to meters, and the ability to bend, twist and stoop while removing and reading meters.

Working Conditions: Work involves outdoor manual labor, often in inclement weather. May be exposed to hazards occurring at meter locations

Qualifications: High School diploma and three (3) experience as a utility meter reader, customer service representative or closely related area. An equivalent combination of education and experience which indicates possession of the knowledge, skills and other characteristics may be substituted for the above qualifications. Must possess a valid driver's license.

FLSA Status: Non-exempt