



Fair Oaks Water District Job Description

Field Customer Service Representative II

DEPARTMENT: Customer Service
FLSA STATUS: Non-Exempt
DIRECTLY REPORTS TO: Field Customer Service Supervisor
DIRECTLY SUPERVISES: N/A
JOB DESCRIPTION DATE: January 1, 2018
ANNUAL SALARY RANGE: \$45,866 – 61,919
JOB CLASSIFICATION: Regular, Full-Time, DOT Safety Sensitive

General Statement of Job:

Under general supervision of the Field Customer Service Supervisor, performs full range of assigned duties related to field and office customer service; including meter read data collection, conservation, and other duties that may be required. Acts as District subject matter expert on meter read data collection technology; aids the District in water conservation activities and may intermittently work on water maintenance crews as needed.

Essential Functions:

The statements contained herein reflect general details as necessary to describe the principle functions of this job, the level of knowledge, the skills typically required and the scope of responsibility. These are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned.

1. Installs, repairs, maintains, reads and troubleshoots meters and automated meter reading system.
2. Uploads and downloads meter information into meter reading data collection systems.
3. Runs meter exception reports for field follow up.
4. Obtains final meter reads for billing changes.
5. Assists in the evaluation of meters and meter reading equipment.
6. Investigates unusual meter reads and updates billing system.
7. Maintains a record of water use and operation of high consumption customers.
8. Responds to customer concerns and inquiries related to meter service and meter reads; corresponds to customers both verbally and in writing.
9. Performs field survey work as required; meets with customers as directed.
10. Delivers shut down, delinquent and disconnection notices.
11. Performs disconnects and reconnects of services for delinquencies.
12. Field tests water meters for accuracy.
13. Performs water waste investigations and toilet inspections.
14. Hand delivers welcome packets to new customers.
15. Provides literature and verbal instruction to customers regarding conservation methods and irrigation control system adjustments.
16. Knowledge of general landscaping, irrigation techniques, methods and troubleshooting.
17. Responds to public inquiries in a courteous and friendly manner; able to apply and communicate policies and regulations regarding water service, billing, and meters to customers; provides information within scope of knowledge or refers to the proper person and/or office; Greets and accommodates visitors and customers at the counter, respond to their inquiries as necessary. First to respond to front desk inquiries in the AM or PM.

18. Answers all phone calls (within three rings) and routes calls promptly, delivers oral and written messages. Maintain control of multi-lines; answer most radio calls and/or field office calls, first on phones in a.m. or p.m.
19. Open payments, noting account numbers on checks and making changes on customer accounts and responding to written requests on the receipts. Process all credit card charges per instructions and transmit to bank daily prior to 4:00 p.m. Receives and posts all payments for water bills, permits and miscellaneous fees by mail into the Receipts module; run all necessary reports and releases all related batches. Endorses all checks and prepares deposit slip.
20. Assists with development and scheduling of the community events.
21. Checks assigned vehicle on a daily basis to ensure safe and dependable operation. May perform minor repairs to vehicles and equipment; maintains District vehicles and facilities in a clean and orderly manner.
22. May operate a vehicle in excess of 26,001 GVWR with a Class B or higher CA driver's license in adherence of the Department of Transportation (DOT) regulations.

Other Duties

- Inspects time reports for proper allocation of time and approves them.
- Holds periodic staff meetings and instructs staff in proper safety procedures.
- Represents District water service functions with the public, contractors, and representatives of other government agencies.
- Performs related duties as assigned.

Job Standards/Specifications

Knowledge of:

- Principles, methods, materials, and equipment used in water system installation, maintenance, construction, and repair work.
- Installation, maintenance, repair, and testing of water meters.
- Laws, regulations, and ordinances applicable to water distribution systems.
- District policies and procedures regarding customer service and relations.
- Mathematical principles related to water measurement and distribution systems.
- Principles of work safety.
- Principles of employee training and supervision.

Ability to:

- Plan, organize, direct, and supervise the installation, maintenance, and repair of water service and distribution systems.
- Direct meter installation, testing, maintenance, and repair.
- Oversee field customer service activities.
- Provide supervision, training, and guidance to assigned staff.
- Read and interpret plans, diagrams, and blueprints.
- Develop information and repair reports.
- Effectively represent District water service functions with the public, contractors, and other organizations.

Typical Physical Activities

- Operates District vehicles and equipment in collection system construction, maintenance, and repair work.
- Must be able to carry, push, pull, reach, and lift equipment and parts weighing up to 50 pounds.
- Stoops, kneels, crouches, crawls, and climbs during field maintenance and repair work.
- Works in an environment with exposure to dust, dirt, and significant temperature changes between cold and heat.
- Communicates orally with District staff in face-to-face, one-to-one settings.
- Regularly uses a telephone for communication.
- Uses office equipment such as computer terminals, copiers, and FAX machines.
- Stands and walks for extended time periods.
- Hearing and vision within normal ranges with or without correction.

Environmental Factors

- Exposure to the sun: 50% to 100% work time spent outside a building and exposed to the sun.
- Work above floor level: Some work done on ladders or other surfaces from 4 to 12 feet above the ground.
- High temp: Considerable work time in hard manual labor in temperatures between 80-90 degrees.
- Humidity: Work in areas with unusually high humidity.
- Wetness: More than 10% of the work time getting part or all of the body and/or clothing wet.
- Noise: Occasionally there are unusually loud sounds.
- Slippery surfaces: Occasional work on unusually slippery surfaces.
- Oil: Some parts of the body in contact with oil or grease occasionally.
- Dust: Works in or around areas with minor amounts of dust.
- Irregular or extended work hours: Occasionally required to change working hours or work overtime.

Desired Qualifications:

- Minimum of four years of experience in meter reading technology and meter maintenance.
- Knowledge of DOT regulations for performing safety sensitive functions.
- Irrigation Association Certified Landscape Irrigation Auditor (CLIA) desired.
- Minimum of two years of experience in landscaping, irrigation techniques, methods and troubleshooting.
- Any combination of education, training and experience may qualify if it would provide the skills, knowledge, and abilities to accomplish the job requirements.

Required Licenses/Certifications:

- California Water Distribution Operator Grade II.
- Graduation from High School or equivalent.
- Valid California motor vehicle operators commercial class B license or higher.
- AWWA Water Use Efficiency Practitioner Certification within 2 years.

Fair Oaks Water District is an equal opportunity employer and makes employment decisions on the basis of merit. We want to have the best available person in every job. District policy prohibits unlawful discrimination based on race, color, creed, sex, religion, marital status, age, nation origin or ancestry, physical or mental disability, and medical condition including genetic characteristics, sexual orientation, or any other consideration made unlawful by federal, state or local laws. All such discrimination is unlawful. In compliance with the American Disabilities Act, Fair Oaks Water District will provide reasonable accommodations to qualified individuals with disabilities, and encourages both prospective employees and incumbents to discuss potential accommodations.

- I have received, read and understand the above job description.

Name (Please Print): _____

Signature: _____

Date: _____

Field Customer Service Supervisor: Brian Singley _____

Signature: _____

Date: _____

General Manager: Tom R. Gray _____

Signature: _____

Date: _____