



## Fair Oaks Water District Job Description

POSITION TITLE: Field Customer Service Technician  
DEPARTMENT: Operations  
FLSA STATUS: Non-Exempt  
DIRECTLY REPORTS TO: Operations Supervisor  
DIRECTLY SUPERVISES: N/A  
Job Description Date: January 1, 2009  
Annual Salary Range: \$38,275 - \$47,844

### **GENERAL STATEMENT OF JOB:**

Under direct supervision of the Operations Supervisor, performs a variety of tasks in Field and Office Customer Service including data collection and management; phone customer service; installs, repairs, maintains, reads and troubleshoots meters and metering data collection and any other related duties that may be required.

### **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 metering into meter reading data collection systems.
3. Runs meter exception reports for field follow up.
4. Obtains final meter reads for billing changes.
5. Investigates unusual meter reads and updates billing system.
6. Maintains a record of water use and operation of high consumption customers.
7. Performs field survey work as required; may meet with customers as directed.
8. Delivers shut down, delinquent and disconnection notices.
9. Performs disconnects and reconnects of services for delinquencies.
10. Performs disconnect recheck to verify if service is still off on delinquencies and vacant properties.
11. Performs water waste investigations and toilet inspections.
12. Hand delivers welcome packets to new customers.
13. Provides literature and verbal instruction to customers regarding conservation methods and irrigation control system adjustments.
14. Knowledge of general landscaping, irrigation techniques, methods and troubleshooting.
15. 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.

16. 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 AM or P.M.
17. 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. or Receive and post all payments for water bills, permits and miscellaneous fees by mail into the Receipts module, run all necessary reports and release all related batches. Endorse all checks and prepare deposit slip.
18. Assists with development and scheduling of the community events.
19. 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.
20. May work overtime as required and approved with additional compensation
21. Adheres to all policies, procedures & standards of FOWD and pertinent federal, state, local laws relating to position functions.

#### **MINIMUM TRAINING AND EXPERIENCE:**

- Graduation from High School or equivalent
- Any combination of education, training and experience may qualify if it would provide the skills, knowledge, and abilities to accomplish the job requirements.

#### **SPECIAL CERTIFICATES:**

- California Water Distribution Operator Grade I within one year of employment
- Valid California Driver's License Class C or higher.

#### **PHYSICAL REQUIREMENTS:**

- Manual labor requiring continuous bending, kneeling, lifting and use of manual and power tools.
- Travel regularly by vehicle for District related duties and activities
- Exert considerable physical effort in moderate to heavy work involving stooping/kneeling, pushing/pulling, climbing/balancing and lifting/carrying
- Operate various types of machinery and equipment such as the drill press, tapping machine, grinder, compactor, boring machine, hydraulic pump, jackhammer, pipe locator, and spade.
- Coordinate eyes, hands, and fingers to perform semi-skilled tasks including typing and calculating.
- Differentiate between and perceive color, sound, smell, taste, texture and form.
- Operate a variety of automated office machines.
- 20/20 sight preferred or equivalent using corrective lenses as necessary.
- Ability to hear low tones or directions over loud noises.

#### **ENVIRONMENTAL ADAPTABILITY:**

- Work both indoors and outdoors, during all types of weather.

*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, 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):

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Signature:

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Date:

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Supervisor Name (Please Print):

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Signature:

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Date:

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General Manager: Tom R. Gray

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Signature:

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Date:

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