



Fair Oaks Water District Job Description

Field Customer Service Representative I

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: \$41,696 - \$56,290
JOB CLASSIFICATION: Regular Full-Time, DOT Safety Sensitive

General Statement of Job:

Under direct supervision of the Field Customer Service Supervisor, performs routine maintenance, installation, and repair assignments in field and office customer service, including collections; conservation; meter reading; and 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.
2. Assists with the upload and download of meter information into meter reading data systems.
3. Obtains final meter reads for billing changes.
4. Investigates unusual meter reads and updates billing system.
5. Assists in field testing water meters for accuracy.
6. Performs field survey work as required; may meet with customers as directed.
7. Delivers shut down, delinquent and disconnection notices.
8. Performs disconnects and reconnects of services for delinquencies.
9. Performs water waste investigations and toilet inspections.
10. Hand delivers welcome packets to new customers.
11. Provides literature and verbal instruction to customers regarding conservation methods and irrigation control system adjustments.
12. 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.
13. Assists with development and scheduling of the community events.
14. 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.
15. 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

- 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.
- Open payments, noting account numbers on checks and making changes on customer accounts and responding to written requests on the receipts. Processes 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.

Job Standards/Specifications

Knowledge of:

- Knowledge of general landscaping, irrigation techniques, methods and troubleshooting.
- Basic working principles of water meters.
- Basic mathematics.
- Recordkeeping.
- Local street names, locations, and geography.
- Proper work safety standards.

Ability to:

- Read water meters and maintain accurate records.
- Perform basic maintenance and repairs on meters.
- Follow oral and written directions.
- Perform arithmetic calculations.
- Communicate tactfully and courteously with the public.

Typical Physical Activities

- Operates District vehicles and equipment in collection system construction, maintenance, and repair work.
- Manual labor requiring use of manual and power tools.
- Exert considerable physical effort in moderate to heavy work involving stooping/kneeling, pushing/pulling, climbing/balancing and lifting/carrying.
- Lift, carry, push, and/or pull objects weighing up to 100 pounds.
- 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.
- Hearing and vision within normal ranges with or without correction.

Environmental Factors

- Exposure to the sun: Work time spent outside a building and exposed to the sun.
- High Temp: Considerable work time in hard manual labor in temperatures between 80 or more degrees.
- Wetness: May get 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.

Desiraed Qualifications:

- Experience in meter reading technology and meter maintenance.

- 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 Certified Water Distribution Operator Grade I or ability to obtain one within one-year of employment.
- Valid California motor vehicle operators commercial class B license or ability to obtain one within one-year of employment.
- Graduation from High School or equivalent.

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: _____

Customer Service Manager: _____

Signature: _____

Date: _____

General Manager: Tom R. Gray _____

Signature: _____

Date: _____