



Fair Oaks Water District Job Description

Field Customer Service Supervisor

DEPARTMENT: Customer Service
FLSA STATUS: Non-Exempt
DIRECTLY REPORTS TO: Customer Service Manager
DIRECTLY SUPERVISES: FCSR I, FCSR II
JOB DESCRIPTION DATE: January 1, 2018
ANNUAL SALARY RANGE: \$67,050 - \$90,517
JOB CLASSIFICATION: Regular Full-Time, DOT Safety Sensitive

General Statement of Job:

Under general direction of the Customer Service Manager, this position supervises the work of the field customer service staff engaged in billing, collections, conservation and meter related functions of the District; responds to customer inquiries; administers the District meter maintenance and repair program; drives and operates vehicles and equipment.

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. Supervises and instructs the field staff assigned to customer service, meter reading and conservation programs and activities; organizes daily work load; assigns duties; monitors safety; advises the Customer Service Manager of job progress on a daily basis.
2. Administers the installation, maintenance and repair of meters and automated meter reading components in accordance with District policy; performs primary evaluation of meters and meter reading equipment; documents need for meter testing or repair; may make recommendation for replacement or minor repair to meter assemblies; ensures installed meters are in compliance with testing and accuracy requirements.
3. Administers the meter reading process and meter reading data collection systems; investigates unusual meter reads and updates the billing system; maintains records of water use; reviews, verifies and monitors accounts with zero consumption; responds to customer complaints.
4. Administers requests for meter reads and/or demand reads for billing.
5. Administers the delivery of final notices and orders to disconnect water service due to non-payment of water charges.
6. Administers response to customer requests to investigate water leaks; investigates leaks and determines if they originate from private or public facilities; ensures leaks are repaired in accordance with District policy.

7. Administers response to water waste complaints; ensures results are documented in the billing system.
8. Performs water conservation property surveys.
9. Assists in receiving of materials and supplies; verifies and maintain records on incoming and outgoing shipments.
10. Assists in administering the District Inventory system; maintains inventory levels and ensures quality control in accordance with District policy.
11. Provides supervision and training of assigned staff; monitors staff certifications, mandated training and safety programs; ensures proper utilization of equipment in accordance with training.
12. Builds and maintains positive working relationships with co-workers and the public using principles of good customer service.
13. May assist in the review of time reports in accordance with District policies and procedures.
14. May provide input on employee performance evaluations for submittal to the Customer Service Manager.
15. Maintains a variety of files and records in accordance with District policies and procedures and to effectively supervise the operations and maintenance of the District.
16. Participates in budget preparation and administration; prepares cost estimates for budget recommendations; submits justifications for equipment, materials and supplies.
17. Drives a truck, forklift or other light equipment; may operate a dump truck or heavy equipment.
18. Checks assigned vehicle on a daily basis to ensure safe and dependable operation; may perform minor repairs to vehicles and equipment.
19. Performs "on call" duties during off-hours of operation.
20. May work overtime with additional compensation.
21. Adheres to all policies, procedures and standards of FOWD and pertinent Federal, State, and local laws relating to position functions.

Other Duties

1. May be routinely required to dig and backfill trenches using hand tools or mechanical equipment.
2. Stocks vehicle to ensure materials are on hand for each job; maintains a truck tool inventory.
3. May investigate high water use by individual customers and assist customers with taking water efficiency measures.

Job Standards/Specifications

Knowledge of:

- Knowledge of customer service and billing system(s) and understanding of related processes.
- Knowledge of safety laws, rules and regulations.
- Knowledge of basic principles used in the design of water systems.
- Knowledge of water quality regulations and requirements.
- Knowledge of cross connection control regulations and how they apply to the waterworks industry.

- Knowledge of landscaping and irrigation planning, design, installation and troubleshooting.
- Working knowledge of Microsoft Office software applications.

Ability to:

- Ability to communicate clearly and concisely, both orally and in writing.
- Ability to supervise, train and evaluate staff.
- Ability to plan, direct, and supervise meter installation, testing, maintenance, and repair.

Typical Physical Activities

- Travel regularly by vehicle for District related duties and activities.
- 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.

Desired Qualifications:

- Minimum of four years' experience with increased level of responsibility in customer service, water system operations, and water conservation programs.
- Minimum of two years' experience working as a California Distribution Operator Grade II or higher.
- Basic leadership skills required to lead a team of employees.
- California Certified Cross Connection Control Specialist.
- Any combination of 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 III.
- California Certified Water Treatment Operator Grade I.
- AWWA Certified Water Use Efficiency Practitioner Grade I or ability to obtain within two years of employment.
- Graduation from high school or equivalent.

- Valid California motor vehicle operators commercial class B license or higher.

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: Shawn Huckaby

Signature:

Date:

General Manager: Tom R. Gray

Signature:

Date:
