



## Field Service Representative

### ***Purpose of the role:***

Under general supervision, performs a variety of routine to complex customer service functions including providing information, researching problems, and performing collections, by telephone and in person; follows a prescribed routine in reading and recording water meter readings; delivers payment demands and shutoff-door tags; turns water service on and off; enters data into various databases; and performs related duties as assigned.

### ***Distinguishing Characteristics:***

A Field Service Representative provides a variety of services to the City's customers by telephone and in person, ranging from answering questions and providing information to handling difficult situations on delinquent utility accounts. Incumbents of this class also work independently in the field, recording water meter readings according to a prescribed schedule and utilizing an automated meter reading system. Field Service Representative is distinguished from Customer Service Representative in that an incumbent in the former class spends significant time in the field in direct customer interactions that are performed with a high degree of independence and that require a sound working knowledge of City and state legal requirements governing collections activities and a high degree of customer service skill in dealing with dissatisfied and upset customers.

***The following duties are typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.***

### ***Essential Duties and Responsibilities:***

- Performs field work associated with changes of water account status; issues work orders and participates in delivery of payment demands and shut-off door tags; issues work orders and participates in turning water services on and off; enters information to update the billing system.
- Responds to requests and complaints from customers and other departments to investigate reasons for unusual water account activity including high consumption complaints; re-reads meters to resolve complaints; checks for leaks; verifies stuck meters; explains conservation options; records activity and results of investigation to utility billing system.
- Enters delinquency tag information and shut-off notice information into computer; conducts research to answer customer inquiries and resolve billing and meter problems; makes adjustments and generates corrected billings; generates delinquent payment plan notices; follows up on delinquent accounts to secure payment; reconnects services as necessary.

- Reviews periodic reports of delinquent water service accounts; generates late payment notices; contacts customers regarding delinquent accounts.
- Generates repair orders for damaged water services including broken or faulty meters, broken meter boxes, and buried services.
- Operates vehicles to travel to and from assigned meter reading routes; reads water meters and records readings, utilizing hand-held computerized equipment; transfers meter readings from hand-held computer to mainframe computer.
- Maintains access to meters by ensuring the area is clear; digs out meter boxes, trims vegetation, and remove obstructions as necessary.
- Ensures correct functioning of the meter reading system and associated equipment; corrects or interfaces with vendors and technical staff to resolve problems.
- Prepares water and wastewater cost statements including materials, equipment, and labor used for work orders.
- Trains others to read meters and operate meter reading equipment as assigned.
- Maintains as-built and MSDS files for Public Works-maintained infrastructure.
- Assists in ensuring proper procedures are followed and information is accurately entered by finance and administrative personnel regarding water service accounts as necessary.
- May perform warehouse support duties including issuing and receiving parts, stocking shelves, inputting data and conducting cycle counts.
- May provide office back-up on computer maintenance, telephones, counter and office support.
- May perform water or wastewater maintenance and repair tasks.
- Performs related duties as required.

*The following generally describes the knowledge and ability required to enter the job and/or be learned within a short period of time in order to successfully perform the assigned duties.*

***Desired  
Minimum  
Qualifications:***

Knowledge of:

- Operations, services, and activities of a meter reading program.
- Operational characteristics of meter reading devices and related tools and equipment.
- Principles and practices of customer service.
- Methods and techniques of proper phone etiquette.
- Basic mathematical principles. Principles and practices of record keeping.
- Office procedures, methods, and equipment including computers.
- Sound business communication practices.
- City, state, and federal law, regulations, ordinances, codes, rules, policies, and procedures relating to administration of assigned functions and programs.

- The City's billing and collections policies and procedures and state requirements regarding their enforcement.
- English usage, spelling, grammar, and punctuation.
- Occupational hazards and standard safety practices.

Ability to:

- Read and record water meter readings.
- Learn geography of assigned route and location of meters.
- Operate office equipment including computers.
- Handle tactfully and effectively sensitive customer relations situations and diffuse situations that are highly emotional and volatile.
- Identify and report meter discrepancies or malfunctions.
- Operate a variety of equipment and tools in a safe and effective manner.
- Interpret, explain, and apply City and state law and regulation.
- Reach sound decisions in accordance with laws, regulations, rules and policies.
- Prepare clear, accurate and concise records and reports.
- Maintain accurate records.
- Maintain sensitive and confidential information.
- Use tact, discretion, patience and understanding in dealing with customers and the public.
- Perform basic mathematical calculations with speed and accuracy.
- Work under steady pressure with frequent interruptions.
- Learn and apply new information or new skills.
- Understand and carry out oral and written instructions.
- Communicate clearly and concisely, both orally and in writing.
- Establish and maintain effective working relationships with those contacted in the course of work.
- Respond and perform assigned duties in the event of a City-declared emergency.

**Competencies:**

- Results Oriented
- Customer-Focused
- Flexible/Adaptable
- Accountable
- Problem Solver and Decision Maker
- Planner and Organizer
- Technically Knowledgeable

*Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:*

**Education and  
Experience  
Guidelines:**

**Education:**

Equivalent to the completion of the twelfth grade.

**Experience:**

One year of customer service and/or meter reading experience.

**Licenses; Certificates; Special Requirements:**

A valid Class C California driver's license is required.

Possession of, and the ability to maintain certification as a California Department of Public Health (CDPH) Water Distribution Operator Grade D1. Certification must be obtained by June 1, 2011.

*The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.*

***Physical and  
Environmental  
Conditions:***

**Physical:** Primary functions require sufficient physical ability to work indoors and outdoors; sit, stand, walk, reach, twist, turn, kneel, bend, squat, and stoop; lift, carry and push tools, equipment and supplies weighing 25 pounds or more; perform duties requiring grasping, repetitive hand movement, and fine coordination. **Vision:** See in the normal visual range with or without correction; vision sufficient to read computer screens and printed documents and to operate office equipment. **Hearing:** Hear in the normal audio range with or without correction.

**Environment:** Office and field environment; travel from site to site; exposure to noise, dust, heat, and inclement weather conditions including wet and/or humid conditions.

*Class specifications are only intended to present a descriptive summary of the range of duties and responsibilities associated with specified positions. Therefore, specifications **may not include all** duties performed by individuals within a classification. In addition, specifications are intended to outline the **minimum** qualifications necessary for entry into the class and do not necessarily convey the final qualifications of incumbents within the position.*

*Pursuant to California Government Code Section 3100, all public employees are required to serve as disaster service workers subject to such disaster service activities as may be assigned to them by their supervisor or by law.*

Date Adopted: 7/5/03

Date Revised: 1/1/10

1/1/10:

- Added Grade D1 Water Distribution Operator certification from California Department of Public Health (CDPH), removed reference to pricing out materials. Incumbents to obtain certification within 18 months (June 2011).