



LEAD FIELD SERVICE REPRESENTATIVE

DEFINITION

Under general supervision, leads crews and performs a variety of skilled and semi-skilled work in field customer service; installs, tests, maintains, and reads water meters in an assigned area; turns water service on and off; performs other tasks associated with customer service both in the field and office; assists with water conservation activities; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives direction from assigned supervisory or management personnel. Exercises technical and functional direction over and provides training to less experienced staff.

CLASS CHARACTERISTICS

This is the advanced journey level classification in the Field Service Representative series responsible for performing the most complex work assigned to the series. Incumbents regularly work on tasks which are varied and complex, requiring considerable discretion and independent judgment. Positions in the classification rely on experience and judgment to perform assigned duties. Assignments are given with general guidelines and incumbents are responsible for establishing objectives, timelines, and methods to complete assignments. Work is typically reviewed upon completion for soundness, appropriateness, and conformity to policy and requirements.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations where appropriate so qualified employees can perform the essential functions of the job.

- Provides technical and functional supervision to assigned field service representative staff and controls quality of work; trains employees in work methods, use of and operation of equipment, and relevant safety precautions.
- Performs skilled and semi-skilled field related customer service work relative to billing complaints, disconnects, reconnects, water pressure, and water quality.
- Performs backflow inspection and testing for District customers; notifies customers of need for repair or replacement.
- Reads water meters in an assigned area using a fixed network system and/or handheld reading devices; uploads and downloads readings to and from fixed network and/or computerized

customer service database; assists in making necessary calculations for service start up and/or accountability, as directed; responds to requests for exception re-reads.

- Creates and completes job work orders using a work order management system; assists in performing data entry duties including billing, reading updates, and meter exchanges, as assigned; assists front office staff with receiving and responding to customer phone calls and inquiries.
- Shuts services off, seals services, and/or removes meters as directed; assists with emergency water main shut down.
- Performs the most complex customer service activities relative to reconnect and disconnect from water service, reading and re-reading of water meters, investigation of theft/illegal connections, replacement of meters, billing complaints, distribution of customer billing or disconnect notices, and related activities.
- Responds to customer concerns at their home or business including answering questions regarding meter leaks, water pressure, or high consumption readings; monitors water through distribution system.
- Responds to customer concerns regarding water quality issues; performs chlorine residual tests for taste and/or odor problems.
- Responds to emergency calls from the public and other agencies; takes appropriate action such as barricade placement, main line shutoff, and leak repair.
- Installs, tests, rebuilds, changes out, and maintains meters to ensure they are registering properly; performs flow tests on service lines to determine sufficient flow and to determine if service line should be replaced; installs, tests, reads, maintains, and removes construction meters.
- Performs water consultations or conservation appointments with residential and business customers using knowledge of water use efficiency practices to assess water utilization patterns of customers and recommended conversation strategies; conducts commercial property audits; assists with plumbing retrofits; assists with waste mandated monitoring and other drought related activities.
- Cleans mains and flushes water system and hydrants; locates and repairs leaks and breaks; notifies customers of interruption of services.
- Completes necessary forms and reports; enters and retrieves computer data; generates routine computer reports and spreadsheets.
- Maintains necessary supplies, tools, and equipment in District vehicle.
- Provides information and assistance to District staff and the public, requiring the understanding of policies, procedures, and rules.
- Attends various meetings and training as required or appropriate.
- Observes and complies with all District and mandated safety rules, regulations, and protocols.
- Performs other duties as assigned.

QUALIFICATIONS

Knowledge of:

- Principles of providing functional direction and training.
- Programs, goals, policies, and procedures of the assigned department or division.
- Materials and equipment used in water system installation, maintenance, construction, and repair.
- Backflow devices and testing procedures.
- Basic procedures for installation, maintenance, repair, calibration, and testing of water meters, valves, hydrants, services, mains, and water distribution systems.
- Pipe laying, pipe fitting, concrete, and asphalt work.
- Tools and equipment used in the installation, maintenance, repair, calibration, and testing of water meters.
- Equipment inspection, maintenance, and repair.
- Laws, regulations, and ordinances applicable to water distribution systems and safe work practices related to water system construction and maintenance work.
- District policies and procedures regarding customer service and relations.
- Mathematical principles related to water measurement and distribution systems.
- Principles of work safety.
- Business arithmetic, including percentages and decimals.
- District and mandated safety rules, regulations, and protocols
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and District staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

Ability to:

- Plan, organize, and coordinate the work of assigned staff.
- Effectively provide staff leadership and work direction.
- Inspect the work of others and maintain established quality control standards.
- Train others in proper and safe work procedures.
- Prepare clear and concise records, reports, and other written documentation.
- Perform the full range of skilled and semi-skilled field customer service functions.
- Interpret and apply laws, codes, regulations, policies, and procedures.
- Read and interpret engineering and public works plans, specifications, and drawings.
- Understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.
- Skillfully and safely operate a motor vehicle when required in the course of performing work duties.
- Serve after hours on-call (standby), as directed.

- Use tact, initiative, prudence, and independent judgment within general policy and procedural guidelines.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Education:

- Possession of a high school diploma or G.E.D. required.

Experience:

- Four (4) years of increasingly responsible experience in water distribution, water facility maintenance, construction, and installation, water service, meter installation, and regulatory reporting responsibilities

Licenses and Certifications:

- Possession of a valid California Driver's License, to be maintained throughout employment.
- Possession of a valid Grade II (D-2) Water Distribution Certificate issued by the California State Water Resources Control Board, to be maintained throughout employment.
- Possession of, or successful acquisition within 12 months of employment, a valid Grade II (T-2) Water Treatment Certificate issued by the California State Water Resources Control Board, to be maintained throughout employment.
- Possession of a valid Backflow Testers Certification issued by The County of Riverside and or AWWA (American Water Works Association), to be maintained throughout employment.
- Possession of, or successful acquisition within 12 months of employment, a valid Cross-Connection Control Specialist Certificate, to be maintained throughout employment.

PHYSICAL DEMANDS

Must possess mobility to work in the field; strength, stamina, and mobility to perform medium to heavy physical work; to sit, stand, and walk on level, uneven, or slippery surfaces; frequently reach, twist, turn, kneel, bend, stoop, squat, crouch, grasp and make repetitive hand movement in the performance of daily duties; to operate varied hand and power tools and construction equipment, and to operate a motor vehicle and visit various City sites; and vision to inspect and operate equipment. The job involves fieldwork requiring frequent walking in operational areas to

identify problems or hazards. Finger dexterity is needed to operate and repair tools and equipment. Employees must possess the ability to lift, carry, push, and pull materials and objects averaging a weight of 50 pounds or heavier weights, in all cases with the use of proper equipment and/or assistance from other staff.

ENVIRONMENTAL CONDITIONS

Employees work in the field and are exposed to loud noise levels, cold and hot temperatures, inclement weather conditions, road hazards, vibration, confining workspace, chemicals, mechanical and/or electrical hazards, hazardous physical substances and fumes, dust and air contaminants. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.