



CLASSIFICATION SPECIFICATION

FIELD SERVICE REPRESENTATIVE II

DEFINITION:

Under close to general supervision, performs journey level 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 a variety of other tasks associated with customer service both in the field and office; assists with water conservation activities; and performs other duties as assigned.

DISTINGUISHING CHARACTERISTICS:

This is the journey level class for the performance of customer service field work. Incumbents perform the full range of duties under general supervision and within established guidelines, and demonstrate greater knowledge and skill than Field Service Representative I's based on experience in performing all aspects of work. Incumbents in this class also perform greater physical aspects of work that include installing, rebuilding and replacing meters, repairing leaks and breaks, and serving after hours on-call (standby).

SUPERVISION RECEIVED/EXERCISED:

Receives general supervision from the Field Operations Supervisor.

ESSENTIAL FUNCTIONS: *(include but are not limited to the following)*

*Class specifications are only intended to present a description 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 qualifications of the incumbents within the class.*

- Performs journey level skilled and semi-skilled field related customer service work relative to billing complaints, disconnects, reconnects, water pressure and water quality.
- Reads water meters in an assigned area using a fixed network system (AMR) and/or handheld reading devices; uploads and downloads readings to and from fixed network and/or computerized customer service database; may assist in making necessary calculations for service start up and/or accountability; responds to requests for exception re-reads.
- Creates and completes job work orders using a work order management system; may assist in performing data entry (billing, reading updates and meter exchanges, etc.); may assist 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 customer service activities relative to connects and disconnects from water service, re-reading of water meters, investigation of theft/illegal connections replacement of meters, 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.
- Locates and marks water lines for contractors and district crews; reads and learns to interpret drawings, diagrams, and blueprints; updates district maps.
- Responds to emergency calls from the public and other agencies, taking appropriate actions such as barricade placement, main line shutoff, and leak repair Works with contractors regarding work to be performed; assists with the location of District service lines.
- 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 retrofit; assists with waste mandated monitoring and other drought related activities.
- Cleans mains and flushes water system and hydrants; locates, taps, and installs new customer services; locates and repairs leaks and breaks; notifies customers of interruption of services.
- Completes necessary forms and reports; performs computer data entry.
- Maintains necessary supplies, tools and equipment in District vehicle.
- Establishes positive working relationships with representatives of community organizations, state/ local agencies, District staff, and the general public.
- Assumes responsibility for ensuring the duties of the position are performed in a safe, efficient manner.
- Works weekends, evenings and holidays as required to accommodate the District's needs, in addition to responding as a Disaster Emergency Service Worker. Serve "on-call" or "stand-by" on a regular basis.
- Performs other related duties as assigned.

PHYSICAL, MENTAL AND ENVIRONMENTAL WORKING CONDITIONS:

The essential functions of this position may require the employee to perform the following physical activities. Some of these requirements may be accommodated for otherwise qualified individuals requiring and requesting such accommodations.

- Field and office environment.
- Must be able to carry, push, pull, reach, and lift equipment and parts weighing up to 50 pounds; stoop, kneel, crouch, crawl, and climb during plant maintenance and repair work.
- Work in an environment with exposure to dust, dirt, hazardous materials, and significant temperature changes between cold and heat; stand and walk for extended time periods.
- Stand, walk and sit for extended time periods; able to carry, push, pull, reach and lift objects of light to medium weight; hearing and vision within normal ranges.
- Communicate orally with District management, co-workers, and the public in face-to-face, one-to-one and group settings; regularly use a telephone and two-way radio for communication.
- Read and interpret data, information and documents; analyze and solve routine problems; use math/mathematical reasoning; perform work under changing deadlines, on multiple concurrent tasks; work with interruptions, and interact with all levels of District management, employees, the public and others encountered in the course of work.
- Operate office equipment including use of computer and keyboard; work at a desk and computer for limited time periods; look at computer monitor for limited time periods.
- Travel by vehicle while conducting company business.

QUALIFICATIONS: *The following are minimal qualifications necessary for entry into the classification.)*

Education and/or Experience:

Any combination of education and/or experience which would likely provide the necessary knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be graduation from high school or equivalent preferably supplemented by specialized training in water meter operation and maintenance, or water technology; and two (2) years of increasingly responsible experience in customer service, water conservation, water distribution, and/or meter reading and meter replacement and installation work.

License/Certificate:

Possession of a valid Class C California driver's license and satisfactory driving record.

Possession of a Grade II Water Distribution certificate issued by the California State Water Resources Control Board.

Possession of, or ability to obtain a Grade II Water Treatment Operator certificate issued by California State Water Resources Control Board is desirable.

Possession of, or ability to obtain a certificate as a Certified Backflow Prevention Device Tester issued by the Riverside County Department of Environmental Services is desirable.

KNOWLEDGE/SKILLS/ABILITIES: *(The following are a representative sample of the KSA's necessary to perform essential duties of the position.)*

Knowledge of:

- Materials and equipment used in water system installation, maintenance, and construction and repair.
- Basic procedures for installation, maintenance, repair, calibration and testing of water meters, valves, hydrants, services, mains and water distribution systems.
- Customer service practices and etiquette.
- 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, employee training and lead supervision.

Ability to:

- Perform a variety of work in the installation, maintenance, and repair of water service and distribution systems.
- Perform the full range of journey level 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.
- Maintain accurate records.
- Understand and follow oral and written directions.
- Provide excellent customer service and resolve public concerns and complaints.
- Interpret and explain District policies to customers, and deal with them in a tactful and courteous manner.
- Work alone independent of immediate supervision.
- Skillfully and safely operate a motor vehicle and heavy equipment when required in the course of performing work duties.
- Exercise independent judgment and initiative within established guidelines.
- Establish and maintain excellent working relationships with District staff and the general public.
- Operate a computer and related software at a basic level.

STATUS: Non-Exempt