



FIELD SERVICE REPRESENTATIVE I/II

DEFINITION

Under immediate (Field Service Representative I) or general (Field Service Representative II) supervision, 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 immediate (Field Service Representative I) to general (Field Service Representative II) supervision from assigned supervisory or management staff. Exercises no direct supervision over staff. Field Service Representative II's may assist in the training of Field Service Representative I's.

CLASS CHARACTERISTICS

Field Service Representative I: This is the entry-level classification in the Field Service Representative series. Initially under close supervision, incumbents learn and perform entry level skilled and semi-skilled work in field customer service. As experience is gained, assignments become more varied, complex, and/or difficult; close supervision and frequent review of work lessen as an incumbent demonstrates skill to perform the work independently. Positions at this level usually perform most of the duties required of the positions at the Field Service Representative II level but are not expected to function at the same skill level and usually exercise less independent discretion and judgment in matters related to work procedures and methods. Work is usually supervised while in progress and fits an established structure or pattern. Exceptions or changes in procedures are explained in detail as they arise.

Field Service Representative II: This is the experienced, journey-level classification in the Field Service Representative series. Positions at this level are distinguished from the Field Service Representative I level by the performance of the full range of duties as assigned, working independently, and exercising judgment and initiative; incumbents 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). Positions at this level receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the work unit.

Positions in the Field Service Representative class series are flexibly staffed; positions at the Field Service Representative II level are normally filled by advancement from the Field Service Representative I level; progression to the Field Service Representative II level is dependent on (i) management affirmation that the position is performing the full range of duties assigned to the classification; (ii) satisfactory work performance; (iii) the incumbent meeting the minimum qualifications for the classification including any licenses and certifications; and (iv) management approval for progression to the Field Service Representative II level.

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.

Positions at the Field Service Representative I level may perform some of these duties and responsibilities in a learning capacity.

- Performs skilled and semi-skilled field related customer service work relative to billing complaints, disconnects, reconnects, water pressure, and water quality checks.
- 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 assigned; responds to requests for exception re-reads.
- Creates and completes job work orders using a work order management system; assists in performing data entry functions including billing, reading updates, and meter exchanges, as directed; assists front office staff with receiving and responding to customer phone calls and inquiries.
- Performs customer service activities related to connects and disconnects from water service; seals services; removes and replaces meters; re-reads water meters; investigates theft/illegal connections; distributes customer billing or disconnect notices and related activities; assists with emergency water main shut down.
- 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 District 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; takes appropriate action such as barricade placement, main line shutoff, and leak repair.
- Works with contractors regarding work to be performed.
- 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 conversion 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 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.
- Enters and retrieves computer data; generates routine computer reports and spreadsheets.
- Provides information and assistance to District staff and the public, requiring the understanding of policies, procedures, or 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:

- Programs, goals, policies, and procedures of the assigned department or division.
- 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.
- 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:

- Perform a variety of work in the installation, maintenance, and repair of water service and distribution systems.
- 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.
- Maintain accurate records.
- Understand and follow oral and written directions.
- Interpret and explain District policies to customers.
- Work alone independent of immediate supervision.
- Provide excellent customer service; effectively resolve public concerns and difficult customer complaints; provide effective resolutions within established guidelines.
- Perform accurate arithmetic computations.
- 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.
- Use tact, initiative, prudence, and independent judgment within general policy and procedural guidelines.
- Independently organize own work, set priorities, meet critical time 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.

Field Service Representative I:

- Repairs leaks and breaks; serves after hours on-call (standby), as directed.

Field Service Representative II

- Trains others in District field service policies, procedures, and equipment; installs, rebuilds and replaces meters; repairs leaks and breaks; serves after hours on-call (standby), as directed.

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:

- Field Service Representative I: One (1) year of experience in customer service work involving public contact, in person or over the telephone, and/or meter reading and meter replacement and installation or a related field.
- Field Service Representative II: Two (2) years of increasingly responsible experience in customer service, water conservation, water distribution, and/or meter reading and meter replacement and installation work.

Licenses and Certifications:

Field Service Representative I/II:

- Possession of a valid California Driver's License, to be maintained throughout employment.

Field Service Representative I:

- Possession of, or successful acquisition within 12 months of employment, a valid Grade I (D-1) Water Distribution certificate, issued by the California State Water Resources Control Board, to be maintained throughout employment.

Field Service Representative II:

- 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 a valid Grade I (T-1) Water Treatment certificate, to be maintained throughout employment.
- Possession of, or successful acquisition within 12 months of employment, a valid Backflow Testers Certification issued by The County of Riverside and or AWWA (American Water Works Association).

PHYSICAL DEMANDS

When assigned to an office environment, must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone; ability to stand and walk between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer

keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information.

When assigned to field work, must possess mobility to work in changing site conditions; possess the strength, stamina, and mobility to perform light to medium physical work; to sit, stand, and walk on level, uneven, or slippery surfaces; to reach, twist, turn, kneel, and bend, to climb and descend ladders; and to operate a motor vehicle and visit various District sites; vision to inspect site conditions and work in progress. The job involves fieldwork requiring frequent walking in operational areas to identify problems or hazards, with exposure to hazardous materials in some site locations. Employees must possess the ability to lift, carry, push, and pull materials and objects averaging a weight of 40 pounds, or heavier weights, in all cases with the use of proper equipment and/or assistance from other staff.

ENVIRONMENTAL CONDITIONS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees also 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, and hazardous physical substances and fumes. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.