



December 2011

SENIOR CUSTOMER SERVICES FIELD WORKER

DEFINITION

Under general supervision, provides lead direction to assigned customer service field personnel; sets priorities and directs the work of assigned staff on a project or day-to-day basis; performs fieldwork in reading water meters and recording amounts consumed for billing purposes; makes field service calls to customers to perform a variety of service tasks; turns water service on and off per customer request or City policy; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from assigned supervisory or management personnel. Exercises technical and functional direction over and provides training to lower level staff.

CLASS CHARACTERISTICS

This is the advanced journey-level classification in the customer service field worker series that performs the most complex duties required to ensure that the City's water meters are read and maintained in proper working condition for the City's customers. Positions at this level are distinguished from the Customer Service Field Worker by the level of responsibility assumed and the complexity of the work assigned. Incumbents perform the most complex and responsible types of duties assigned to the class series, exercising a high level of independent judgment and initiative. Incumbents may provide direct or functional supervision of staff as a regular part of their work routine. This class is distinguished from the Senior Utility Worker class in that the latter is assigned to the Public Works Department and provides lead direction to skilled parks, streets, water distribution system, and/or wastewater collection system maintenance and repair personnel.

EXAMPLES OF ESSENTIAL FUNCTIONS (Illustrative Only)

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

- Provides technical and functional direction to assigned customer service field worker staff. Assigns and reviews work; gives work assignments and trains staff as needed. Assists in completing employee evaluations. Recommends corrective action as required; participates in performing routine to complex maintenance work on water meters.
- Trains employees in work methods, use of tools and equipment, and relevant safety precautions.
- Assists in developing short and long-range plans, work plans, procedures and schedules.
- Ensures all meters are read weekly as scheduled.
- Monitors and schedules vehicle maintenance as needed.
- Repairs and reads water meters; performs maintenance around meters; maintains work records; cleans and repairs tools and equipment.

- Performs customer service duties by performing courtesy turn-ons and shut-offs and checking for leaks or stuck heads; reports water use violations; assists customers in resolving water volume and pressure problems.
- Utilizes a hand-held meter reading computer to read and record readings of water meters in accordance with an assigned schedule and route, including taking transfer and final readings; notes any unusual computer messages and takes appropriate actions to remedy the issue.
- Observes and reports meter or service defects, unusual water flow, unauthorized fire hydrant use, or unauthorized use of reclaimed water; submits work orders to Public Works Department for the repair of service leaks.
- Maintains landscape around meter boxes.
- Determines new and/or modified meter reading routes; places new meters in their correct routes; provides information regarding the location of meters; assigns reading route numbers for new accounts.
- Identifies all meter locations in the City for construction crews and USA line locators.
- Provides customers with specialized information about their water service, including delivering door hangers (e.g., when consumption is unusually high, when an obstruction prevents reading of meter, and/or when service shut-offs may be required for maintenance purposes).
- Picks up water bill payments at various drop boxes; may take payments directly from customers; assists in processing customers who move into or out of homes and residencies by getting appropriate initial and final meter reads.
- Reads and interprets maps and diagrams in the performance of the work.
- Responds to requests and complaints from the public and answers questions or refers to supervisor, if additional information is requested.
- May assist other maintenance crews in emergency or relief situations.
- Performs other duties as assigned.

QUALIFICATIONS

Knowledge of:

- Basic principles of supervision and training.
- Meter reading devices and sizes and types of water meters.
- Methods and procedures for setting, testing, maintaining, and repairing water meters.
- The location of water meters in the City.
- Utility billing procedures.
- The operation and minor maintenance of a variety of hand and power tools, vehicles, and power equipment.
- Applicable departmental and City policies and procedures.
- Shop arithmetic.
- Safety equipment and practices related to the work, including the handling of hazardous materials.
- Safe driving rules and practices.
- Basic computer software related to work, including computer devices for meter reading purposes.
- English usage, spelling, vocabulary, grammar, and punctuation.
- Techniques for providing a high level of customer service to public and City staff, in person and over the telephone.

Ability to:

- Plan, schedule, assign, and oversee activities of customer service field workers.
- Inspect the work of others and maintain established quality standards.
- Train others in proper procedures.

- Identify and implement effective course of action to complete assigned work.
- Oversee and participate in water meter maintenance and repair projects.
- Read a variety of styles of water meters.
- Post data accurately on forms and prepare simple records.
- Read and interpret street maps.
- Troubleshoot maintenance problems and determine materials and supplies required for repair.
- Interpret, apply, and explain applicable departmental and City policies and procedures.
- Make accurate arithmetic calculations.
- Safely and effectively use and operate hand tools, mechanical equipment, power tools, and light to medium equipment required for the work.
- Perform routine equipment maintenance.
- Maintain accurate logs, records, and basic written reports of work performed.
- Understand and follow oral and written instructions.
- Organize own work, set priorities, and meet critical time deadlines.
- Comprehend and use English effectively including producing all forms of communication in a clear, concise, and understandable manner to intended audiences.
- Use tact within strict policy and procedural guidelines.
- Establish, maintain, and foster positive and harmonious working relationships with those contacted in the course of work.

Education and Experience:

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

Equivalent to the completion of the twelfth (12th) grade and four (4) years of experience in customer service, the maintenance or repair of underground utilities and/or water meters, or a related mechanical maintenance field.

Licenses and Certifications:

- Possession of a valid driver's license with satisfactory driving record.

PHYSICAL DEMANDS

Must possess strength, stamina, and mobility to work in the field; to perform light to medium physical work; to work in confined spaces and around machines; to climb and descend ladders, and to operate varied hand and power tools and motor vehicles; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone or radio. The job involves fieldwork requiring frequent walking in operational areas to identify problems or hazards. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate above-mentioned tools and equipment. Positions in this classification bend, stoop, kneel, reach and climb to perform work and inspect work sites. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 75 pounds and heavier weights with the use of proper equipment.

ENVIRONMENTAL ELEMENTS

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, and hazardous physical substances and fumes. Employees may interact with upset staff and/or public and private representatives and contractors in interpreting and enforcing departmental policies and procedures.