



UTILITIES SERVICE REPRESENTATIVE

AGENCY/DEPARTMENT:
Public Works/Utilities

Approved By HR Director: Linda Matthews
Date Approved: 01/03/2005
Date of Last Revision: 3/25/2003

Reports to: Utilities Operations Manager
Supervises: N/A
Conflict of Interest Code Filer: No

JOB SUMMARY: Under moderate supervision, performs a variety of utility service duties including water meter reading, verifications, and requests for service and terminations of service; delivers delinquent account and shut-off notifications; and performs other related work as necessary.

EXAMPLES OF ESSENTIAL FUNCTIONS:

1. Performs water meter reading service by examining and recording water meter usage levels on assigned routes.
2. Connects and tags water services for new customers and maintains cooperative customer relations.
3. Disconnects water services for delinquent accounts, non-sufficient fund (NSF) accounts, non-payment of required deposits or unauthorized turn-ons and delivers notifications and tags meters accordingly.
4. Prepares and processes work orders and verifies accuracy of information on water meter installation applications prior to submittal and approval by engineering and/or public works department.
5. Performs repeat readings of meters for customer verifications, billing verifications or problem accounts.
6. Investigates complaints or possible water leaks, informs supervisor of findings, and reports and documents any malfunctioning of water meters.
7. Receives and responds to public counter and telephone inquiries regarding water meter service and usage and researches problems to provide customer with appropriate recommendation.
8. Assists Collections Department by delivering delinquent and shut-off notifications and coordinates customer service terminations with staff.
9. Provides cooperative service to customers, public, co-workers, supervisors, management and other departmental representatives, and assists with customer and departmental inquiries as necessary.

QUALIFICATION GUIDELINES:

EDUCATION: High School diploma or recognized equivalent.

EXPERIENCE: One or more years of utility service, public works, water maintenance or field operations, and/or customer service work.

KNOWLEDGE OF:

- Water meter reading and data recording methods and techniques.
- Basic math.
- Customer service methods and communication techniques.
- Activation and shut-off procedures involving water service.
- Safe and efficient use of small hand tools and equipment.
- Work safety rules and procedures.

ABILITY TO:

- Operate a motor vehicle and drive to meter reading locations on assigned routes.
- Read meter dials and record water consumption rates.
- Connect and disconnect water services using applicable tools.
- Investigate water leaks.
- Install, test and replace water meters.
- Schedule, organize, and complete work in a timely manner.
- Correctly record and verify meter readings.
- Complete basic work activity records and time reports.
- Understand and follow written and verbal instructions.
- Communicate effectively and work cooperatively with customers, general public, vendors, staff, departmental representatives, supervisors and management.

LICENSES:

- Valid Class C CA drivers license and an acceptable driving record at time of appointment.

CERTIFICATIONS:

SPECIAL REQUIREMENTS:

DESIRABLE:

- Some utility service computer software experience.

FLSA Exemption Status: Non-Exempt

Employee Unit: American Federation of State, County and Municipal Employees

DOT Program Participant: No

Job Family: Utilities - Technical/Field Maintenance

Career Progression: