

CITY OF SAN JUAN CAPISTRANO

FIELD CUSTOMER SERVICE REPRESENTATIVE

Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are not intended to reflect all duties performed within the job.

DEFINITION

To provide customer service in the field in response to leak problems or water audits; to read water meters and record consumption; perform periodic services at City parking facilities; to identify parking and water meter equipment problems and replace equipment as needed; and to perform minor parking and water meter maintenance.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from the assigned supervisory or management staff.

ESSENTIAL FUNCTION STATEMENTS – *Essential responsibilities and duties may include, but are not limited to, the following:*

Essential Functions:

1. Read residential, commercial, and construction water meters manually or using computerized meter reading equipment on assigned routes; record readings and make necessary calculations.
2. Respond to and resolve customer requests, complaints and inquiries in the field including water leak investigations, complaints of high bills and conduct of water audits and meter tests; record readings.
3. Determine consistency of meter readings; ensure that meters are registering properly; makes recommendations to supervisor and/or public works water distribution staff on meter conditions, defects or suspicious conditions; identifies and repairs leaks when possible.
4. Provide water utility customer services including re-reading meters and delivering delinquent account notices.
5. Respond to turn on or shut offs; process delinquent shut offs.
6. Identify water and parking meter equipment problems; replace or repair equipment as needed; perform minor maintenance and repair duties; clean water meter boxes and replace lids when necessary.
7. Perform the routing of new accounts.
8. Prepare reports related to water meter reading and parking meter activities.
9. Collect money from parking meters; maintain records on meter and pole maintenance activities; maintain logs on complaints, vandalism, and related expenses.
10. Perform routine maintenance on parking meters and collection boxes and locks including cleaning and lubricating the mechanisms, adjusting time mechanisms, cleaning mechanism housings, repair broken parts and coin jams.
11. Meet with vendors regarding pertinent supplies and equipment. Maintain sufficient stock of necessary meter supplies.

12. Assist field crews and respond to emergency calls after hours, as requested.
13. Operate and maintain assigned City vehicle in a safe and appropriate manner.
14. Perform related duties and responsibilities as required.

QUALIFICATIONS

Knowledge of:

General operation characteristics of parking meters, water meters, irrigation systems, pressure regulator and backflow devices.

Methods and techniques of water meter reading and repair of parking meters.

Operational characteristics of meter mechanisms and timing devices.

Principles and practices of effective customer service.

General understanding of the principles and practices of water works operations and water quality.

Safe work practices.

Basic mathematical principles.

Principles of basic report preparation.

Pertinent Federal, State and local codes, laws and regulations.

Ability to:

Provide effective customer service in the course of assigned duties.

Read and record information from a variety of water and parking meters.

Maintain accurate and up-to-date records of water meter readings performed.

Deal tactfully with the public.

Identify and repair minor water and parking meter irregularities and recommend how they can be corrected.

Work in unfavorable weather conditions.

Perform basic arithmetic calculations.

Understand and follow written and oral instructions.

Establish and maintain effective working relationships with those contacted in the course of work.

Experience and Training Guidelines:

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

Experience:

Two years of water meter reading, experience in repair and maintenance of parking meters and one year of customer service experience or equivalent experience. One year maintaining and repairing water distribution systems or equivalent experience.

Training:

Equivalent to completion of the twelfth grade.

License or Certificate

Possession of, or ability to obtain, an appropriate, valid driver's license.

Possession, or ability to obtain, a Grade D1 Water Distribution Operator Certificate issued by the State of California Department of Health Services.

WORKING CONDITIONS

Environmental Conditions:

Field environment; travel from site to site; exposure to inclement weather conditions; extensive public contact.

Physical Conditions:

Essential functions may require maintaining physical condition necessary for moderate to heavy lifting and carrying; walking, standing or sitting for prolonged periods of time; reaching, kneeling, stooping and crawling; operating motorized equipment and vehicles; visual acuity for reading water meters and installation of meters.