

FIELD CUSTOMER SERVICE REPRESENTATIVE I/II

DEFINITION

Under general supervision, the Field Customer Service Representative (Field CSR) I/II performs responsible field and administrative work in reading and recording water meter usage, past due process, connecting and disconnecting service, inspecting, testing, repairing and replacing meters; investigates customer complaints, and performs field water rebate/conservation tasks; and performs other related duties as required.

CLASS CHARACTERISTICS

The Field CSR I/II are responsible to coordinate accurate reading and recording of water meter usage, perform field service of past due and shut off notices in coordination with office CSR staff, identifies and resolves or reports usage problems and leaks, and resolves customer service issues. Incumbents also assist with the rebate and water conservation efforts. Work is performed independently and the incumbent exercises judgment within the scope of District policies and procedures to remedy issues in the field or to refer issues to the CSR II or other District staff for resolution.

The Field CSR II class is distinguished as being fully competent in Field CSR I duties, including interpreting and explaining District Policies and Procedures, dealing with difficult customer inquiries and problems, and periodic reporting tasks. An incumbent at the Field CSR II level may also provide guidance and assistance to employees at the Field CSR I level, as needed.

CLASS INFORMATION, SUPERVISION RECEIVED AND EXERCISED

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| Supervised by: | Director of Finance & Business Services |
| Lead direction over: | Field CSR II may give lead direction to Field CSR I |
| MOU : Classified, non-exempt | Pay: Field CSR II has 5% pay differential |

ESSENTIAL DUTIES (Duties may include, but are not limited to, the following):

Schedules routes and reads water meters; records data using automated systems; calculates water use, compares readings to determine unusually high or low readings and rechecks readings.

Checks for inoperative, defaced or bypassed meters; checks for leaks or other indicators of high usage; cleans meter boxes, flushes system, maintains access to meters; identifies secondary water sources and backflow devices.

Turns on and disconnects water service; serves notices of delinquency and turnoff.

Reviews and prioritizes service orders; schedules, investigates repairs and replaces faulty meters; schedules and completes preventative maintenance of meters; tests, adjusts, repairs and reconditions meters; installs new water meters and cross connection devices.

Receives, inspects and stores or returns parts and materials, inventories stores, assists with ordering parts and materials; maintains records; prepares reports.

Performs indoor residential water audits by conducting field inspections and tests, including those for leaky toilets and sinks; calculates flow rates of showers and faucets, and instructs customers on other ways to save water in the home.

Assists with the development and administration of water conservation rebate programs; assists with program outreach by distributing program materials; processes rebate applications; enters and tracks data on computer; performs pre and post inspections to verify installation.

QUALIFICATIONS

DEMONSTRATED KNOWLEDGE OF AND PERFORMANCE IN THE FOLLOWING AREAS:

- Purposes and safe use of various hand and power tools and equipment employed in basic repair and maintenance work;
- Principles, methods and tools employed in the repair and maintenance of water meters;
- Safe working practices necessary in working with hazardous materials and chemicals, trenches and enclosed areas;
- Principles and practices of water treatment and disinfection;
- Principles and applicable state requirements relative to water treatment plant operations and water distribution systems.

ABILITY TO:

- Plan and organize work;
- Read and record meter readings;
- Compute usage and recognize discrepancies;
- Use basic hand tools to perform minor repair tasks;
- Operate a variety of equipment;
- Apply appropriate safety precautions and procedures;
- Diagnose and repair water meters;
- Repair, install and maintain water meters, services and valves;
- Perform basic mathematical computations;
- Understand and carry out oral and written instructions;

- Establish and maintain cooperative working relationships with employees, supervisors, customers and the public;

PHYSICAL AND SENSORY REQUIREMENTS

- Sufficient strength to perform manual labor such as digging, shoveling, sweeping;
- Sufficient eyesight to read standard text and data on computer terminal screens;
- Ability to speak and hear at normal conversational levels in person and over the telephone;
- Manual dexterity to write legibly and to use hand and power tools;
- Ability to reach, bend stoop or crouch to perform work;
- Ability to lift and carry forty (40) pounds of equipment and/or materials on a regular basis, and one hundred (100) pounds on an occasional basis;
- Ability to operate mechanical equipment and trucks;
- Ability to travel to different sites and locations;
- Exposure to outdoors, including inclement weather and high noise levels;
- Ability to routinely walk and stand on uneven and slippery surfaces.

TRAINING AND EXPERIENCE GUIDELINES

Any combination of training and experience, which demonstrates attainment of the required knowledge and ability to perform the required work (with reasonable accommodation, if needed), typically:

EDUCATION: High school graduation or equivalent is desirable.

EXPERIENCE:

Field CSR I - One year experience as a Field Services Worker II or comparable experience in the installation, maintenance and repair of water meters and customer service contact with the public.

Field CSR II - Four years of experience as a Field CSR I or comparable experience in the installation, maintenance and repair of water meters and customer interaction.

CERTIFICATIONS, LICENSES, AND REGISTRATIONS

A valid California Class C Driver’s License must be maintained at all times.

Field CSR I - Must obtain a Water Treatment Certificate Grade T1 and Water Distribution System Certificate Grade D1 from the State of California Department of Health Services within twenty four (24) months of date of hire. Failure to obtain certification will be grounds for termination.

Field CSR II - Possession of and continued maintenance of a State of California, Department of Health Services Water Treatment Certificate Grade T1 and Water Distribution System Certificate Grade D1.