

## **JOB DESCRIPTION**

### **Customer Service Field Representative I (Flex)**

### **Customer Service Field Representative II**

**Code Number: 16010, 16011**

## **GENERAL PURPOSE**

Under general supervision, performs a variety of customer service functions in the field; performs turn-ons and -offs of water service; checks meters to determine the causes of customer billing problems; makes the more routine meter repairs and replacements or submits work orders to correct meter problems; and performs related duties as assigned.

## **DISTINGUISHING CHARACTERISTICS**

Customer Service Field Representative I is the entry-level class in the Customer Service Field Representative series. Initially under close supervision and guidance, incumbents perform a variety of services to District customers in the field, ranging from turning on water service, answering general customer questions and testing and making the more routine repairs to faulty water meters. This class is alternately staffed with Customer Service Field Representative II, and incumbents may advance to the higher level after gaining experience and demonstrating proficiency which meet the qualifications for the higher-level class.

Customer Service Field Representative II is the experienced/journey level class in this series, fully competent to independently perform duties. A Customer Service Field Representative is distinguished from Meter Repair Technician and Customer Service Representative in that incumbents in the former class spend significant time in the field in direct customer interactions which are performed with a high degree of independence and which require a sound working knowledge of District operations, meter functions and billing policies and practices. Incumbents must possess a high degree of customer service skill in dealing efficiently and effectively with dissatisfied and upset customers. This class is further distinguished from the lower level classification of Customer Service Field Representative I by the relative independence with which duties are performed.

Employees in this classification are subject to on-call, which may include rotating-duty schedule, weekends and 24-hour emergency call out with little or no notice. Any employee designated to serve on-call who repeatedly refuses to serve on-call, or report for emergencies, shall be subject to disciplinary action up to and including discharge.

**FLSA DETERMINATION:** Non-exempt.

## **ESSENTIAL DUTIES AND RESPONSIBILITIES**

*The duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to this class.*

Performs a variety of customer service functions in the field; turns on water services, answers customer questions, tests and performs the more routine repairs to meters; turns off services due to delinquencies; identifies and reports evidence of illegal water usage.

Turns on water service for new customers; answers general questions about water and sewer service policies, rates, conservation techniques and billing practices.

Servicing domestic work orders; including turning water on and off per customer request; reads and ensures proper meter function.

Performs duties in support of customer service collections; delivers delinquency and past due notices; turns off water service for non-payment; responds to customer concerns and requests for payment extensions; by radio, submits for approval customer requests for credit arrangements to avoid service termination.

Makes field investigations of high consumption complaints; determines whether water leaks, broken pipes or defective meters are causes; recommends methods for correcting problems that are the property owner's responsibility; makes the more routine repairs to meters and replaces faulty meters and meter boxes; submits work order requests for the repair of meters and other District equipment, mains or lines; performs meter re-reads; submits findings and re-reads to Customer Service.

Ensures compliance with safety standards; ensures all duties are performed in a safe manner; attends weekly and monthly safety program meetings.

Ensures that vehicle is in proper working condition and that work environment meets safety standards.

Identifies illegal water use, water service connections and stolen meters; notifies Customer Service by radio; when requested, waits for arrival of local police to file police reports.

Assists meter department with installation of new meters; makes repairs to existing customer lines as well as meters.

**FLSA DETERMINATION:** Non-exempt.

Assists various departments with issues such as water conservation, water theft prevention, backflow regulation and data collection.

On a rotational basis sets routes and assigns work for all Customer Service Field Representatives.

Completes forms and prepares reports; maintains records of work performed and conditions and situations encountered.

Performs related duties as assigned.

## **DESIRED MINIMUM QUALIFICATIONS**

### **Knowledge of:**

Customer service practices and etiquette; geography of the District's service area; District Water and Sewer Rules and Regulations; field investigative techniques; meter service operations, typical meter types and problems and basic techniques for meter repair and replacement; characteristics of the District's customer base, including typical causes for high consumption; policies and procedures for billing, collections and credit; practices and methods of sound business communication.

### **Ability to:**

Drive an assigned District vehicle and operate a two-way radio; use other standard office equipment and meter repair tools; read and understand District maps, tract maps, small world maps and Thomas guide; operate a computer terminal and/or computer using word processing; handle tactfully and effectively sensitive customer relations situations and defuse situations that are highly emotional and volatile; interpret, explain and apply complex District rules regarding water and sewer service rates and policies; identify and resolve, within established guidelines field problems or refer to supervisor; handle customer complaints in an effective manner. reach sound decisions in accordance with rules and policies; understand and carry out written and oral instructions; communicate clearly and effectively orally and in writing; read meters and perform basic meter repair; use tact, discretion, patience and understanding in dealing with customers and the public; establish and maintain highly effective working relationships with District staff, customers and others encountered in the course of work.

### **Training and Experience:**

**FLSA DETERMINATION:** Non-exempt.

A typical way of obtaining the knowledge, skills and abilities outlined above is graduation from high school or G.E.D. equivalent and two years of progressively responsible customer service or meter service/repair experience; or an equivalent combination of training and experience. Experience in customer service functions in a government or public utility setting is highly desirable.

A Customer Service Field Representative I may be considered for advancement to Customer Service Field Representative II after demonstrating proficiency to perform all the major duties assigned to the class.

Typically, a Customer Service Field Representative I is expected to be capable of meeting the proficiency criteria within a 12 month period, depending on an individual's prior experience and progression in performing the full range of Customer Service Field Representative duties as described in the established proficiency criteria.

### **Licenses; Certificates; Special Requirements:**

A valid California Class C driver's license and the ability to maintain insurability under the District's vehicle insurance policy.

### **PHYSICAL AND MENTAL DEMANDS**

*The physical and mental demands described here are representative of those that must be met by employees to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

#### **Physical Demands**

While performing the duties of this class, employees are regularly required to sit, walk and stand; talk or hear, both in person and by radio and telephone; and use hands to operate, finger, handle or feel office and meter repair equipment; and reach with hands and arms. Employees are frequently required to stoop, kneel, crouch or crawl and to lift from 50 to 100 pounds.

Specific vision abilities required by this job include close vision, distance vision, the ability to adjust focus, use of both eyes, depth perception and peripheral vision.

#### **Mental Demands**

While performing the duties of this class, employees are regularly required to use written and oral communication skills; read and interpret meters and data and

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information; use math and mathematical reasoning; analyze and solve problems; observe and interpret people and situations; learn and apply new information; perform highly detailed work; interact with District staff and customers who are frequently upset, dissatisfied and/or abusive.

## **WORK ENVIRONMENT**

*The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

Employee carries out assignments by driving to customer locations in assigned geographic areas of the District. Employees are exposed to extreme outside weather conditions and street/road conditions.

**FLSA DETERMINATION:** Non-exempt.

**FLEX REQUIREMENTS**  
**Customer Service Field Representative I (Flex)**  
**Customer Service Field Representative II**

**LENGTH OF TIME REQUIRED**

A Customer Service Field Representative I may advance or “flex” to the Customer Service Field Representative II class after **12 months** of experience in the Customer Service Field Representative I class.

**PERFORMANCE RATING**

The incumbents must receive an overall performance rating of “good” or better on their most recent annual performance evaluation in order to flex to the higher class.

**COMMENTS**

The Customer Service Field Representative I must also demonstrate proficiency to perform the full range of duties as described in the Customer Service Field Representative I/II job description in order to advance to the II level.