

UTILITIES SERVICE REPRESENTATIVE

AGENCY/DEPARTMENT: Public Works/Utilities

Approved By HR Director: Linda Matthews Reports to: Utilities Operations Manager Supervises: N/A

Conflict of Interest Code Filer: No

Date Approved: 01/03/2005 Date of Last Revision: 3/25/2003

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:

- Performs water meter reading service by examining and recording water meter usage levels on
- Connects and tags water services for new customers and maintains cooperative customer relations.
- Disconnects water services for delinquent accounts, non-sufficient fund (NSF) accounts, nonpayment 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
- Investigates complaints or possible water leaks, informs supervisor of findings, and reports and documents any malfunctioning of water meters.
- Receives and responds to public counter and telephone inquiries regarding water meter service and usage and researches problems to provide customer with appropriate recommendation.
- Assists Collections Department by delivering delinquent and shut-off notifications and coordinates customer service terminations with staff.
- 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.

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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:

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