

JOB DESCRIPTION

Job Title	Field Customer Service Representative I, II	Supervisor	Customer Service Operations Supervisor
Department	Resource Conservation & Public Outreach	Class Group	General Unit
Division	Customer Service	Salary Grade	22 & 32
Section	Customer Service Operations	FLSA Status	Non-Exempt

This job description is intended to describe the general nature and level of work being performed by people assigned to this job. The description is not intended to be an exhaustive list of responsibilities, duties and skills required for this position.

BASIC JOB SUMMARY

Under general supervision of the Customer Service Operations Supervisor, a Field Customer Service Representative (FCSR) I, II reads, records, and reports potable and recycled water meter readings. A FCSR investigates, resolves, provides follow-up on customer requests or issues for both potable and recycled water regarding turn-on or turn-off of the service, no water, water quality, pressure, billing, and other issues; and distributes notifications. A FCSR responds to calls during daytime hours for main leaks and sheared/downed fire hydrants.

A FCSR performs mechanical work installing, repairing, testing and calibrating water meters, pressure regulators, angle stops, meter boxes, vault lids, pipe coatings. A FCSR assists and/or performs water audits/surveys at the customer’s property and assists with recycled water surveillance, cross connections inspections, backflow testing and maintenance.

This is a flexibly staffed series and employees typically enter at the Field Customer Service Representative I level. A Field Customer Service Representative I performs routine tasks and many of the duties required of a FCSR II, but is not expected to perform at the same skill level. A Field Customer Service Representative I exercises less independent judgment and discretion and has a narrower scope of responsibility. Upon meeting the performance standards of the higher level as designated by the division and certification requirements, an employee is promoted to the II level. The II level is the fully experienced, journey level class. If an employee enters the series at the II level, the employee must have the required certification, closely related experience and meet the division’s competency standards.

ESSENTIAL DUTIES

Duty 1

Reads, records, and reports potable and recycled water meter readings, cleans face of meters and clears meter boxes and areas around the meter boxes so that meter can be read.

Duty 2

Generates and reviews computer reports to identify unusual usage; based on report results, determines need for confirmation of specific reads; rereads meters indicated to be reading too high or too low on computer summaries; rereads meters on which customer concerns have been received; investigates potential causes for unusual readings and documents findings.

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Duty 3

Accesses computer programs for records regarding customer accounts and meter information; researches customer accounts and meter records for information and data. Maintains records on meter history, repairs and maintenance.

Duty 4

Conducts customer service calls for concerns regarding high water use, leaks, billing and other issues; confers with customer to determine full extent and nature of problem; investigates presence and probable causes of difficulties; advises customer of findings and possible remedies; records and reports findings for customer records; responds to customer questions and concerns with issues regarding District activities and functions other than meter reading

Duty 5

Conducts preliminary investigations of water quality complaints; informs customer of findings; prepares report and refers, as necessary, to appropriate District personnel for further investigation.

Duty 6

Investigates high and low pressure difficulties; reads District maps and schematics to assess potential causes; reports findings to appropriate District staff and may assist with activities for remediation; advises customer of findings; explains District course of action or reasons that pressure problems cannot be remedied.

Duty 7

Performs maintenance and repairs to meters, automatic meter reading equipment, pressure regulators, vaults and other water service appurtenances, such as broken lids, boxes, and make adjustments if needed.

Duty 8

Performs preliminary investigation of leaks on mains and service lines; determines extent of leak and takes appropriate action, such as TDS testing, main valve shutoff, notification to other appropriate District personnel.

Duty 9

May participate in varied construction activities, including pouring concrete, large meter changeout, raising vaults, etc.

Duty 10

May work during after-hour, on-call periods and during other unusual or emergency situations.

Duty 11

Performs work in a safe manner at all times; complies with safety and health policies, procedures and practices; attends and completes all mandatory safety training courses and events; and works to insure the safety of co-workers and the general public.

QUALIFICATIONS

DEMONSTRATED KNOWLEDGE OF AND PERFORMANCE IN THE FOLLOWING AREAS:

- ◀ Common hand tools and their use;
- ◀ Tools, materials, methods and equipment used in testing and repairing water meters;
- ◀ Shop practices and the operation of common shop machines;
- ◀ How to install and replace meters and perform minor field repairs;
- ◀ Water conservation techniques, public relation skills, leak detection methods;
- ◀ Basic computer skills and general record keeping;
- ◀ Safe work practices and procedures.

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ABILITY TO:

- ◀ Understand and follow oral and written instructions and work independently;
- ◀ Use basic hand tools to perform minor repair and maintenance tasks;
- ◀ Understand use of water meter reading systems;
- ◀ Operate hand-held computer;
- ◀ Read water gauges, meters and record figures rapidly and accurately;
- ◀ Deal tactfully and effectively with the public.

PHYSICAL AND SENSORY REQUIREMENTS:

- ◀ Exercise physical exertion in walking approximately 3-5 miles per day;
- ◀ Ability to do extensive bending, and squatting while performing work;
- ◀ Sufficient strength and endurance to perform manual labor;
- ◀ 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 use hand and power tools;
- ◀ Ability to lift and carry equipment and materials over forty pounds;
- ◀ Walk 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 diploma or equivalent is required

EXPERIENCE: Field Customer Service Representative I - Two (2) years of experience in dealing with the public in a customer service capacity and some mechanical maintenance background including experience in performing mechanical repairs, testing and calibration equipment, reading gauges and meters. Field Customer Service Representative II - One (1) year of experience as a Field Customer Service Representative I or comparable experience in potable water systems.

REQUIRED CERTIFICATIONS, LICENSES, AND REGISTRATIONS:

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

Passing the State of California Grade III Water Distribution Operator Certification Test is required for a Customer Service Representative II.

DESIRED CERTIFICATIONS, LICENSES, AND REGISTRATIONS:

A State of California Grade IV Water Distribution Operator Certification and/or a Grade IV Water Treatment Certification are desired.