

JOB DESCRIPTION

Job Title	Senior Field Customer Service Representative	Supervisor	Customer Service Operations Supervisor
Department	Resource Conservation & Public Outreach	Class Group	General Unit
Division	Customer Service	Salary Grade	54
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 Senior Field Customer Service Representative plans, schedules, and participates in the work of field representatives to ensure the timeliness of the reading cycles, resolution of customer issues, accurate meter readings and reports. A Senior Field Customer Service Representative repairs, replaces and calibrates water meters and makes periodic reports to the supervisor as required.

ESSENTIAL DUTIES

Duty 1

Serves as a lead to provide work direction, instruction, and/or information on the assigned tasks performed by the group.

Duty 2

Plans, prioritizes, schedules and coordinates regular and emergency field customer service operations, meter reading, repairs, periodic preventive maintenance work; prepares purchase orders, assembles materials, supplies and equipment; assigns work; reviews work; maintains written and computerized records.

Duty 3

Trains Field Customer Service Representatives I/II in the use of computerized equipment used for meter reading systems, customer service, field maintenance and trouble shooting.

Duty 4

Supervises the section in the absence of the Supervisor. May perform the duties and tasks of the Field Customer Service I/II as needed.

Duty 5

Coordinates work assignments with other departments, make recommendations relating to work within the section, and is responsible for special projects.

Duty 6

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

Duty 7

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:

- ◀ Meter maintenance, meter testing, repair and replacement;
- ◀ Water meters and service equipment;
- ◀ Customer service practices and procedures;
- ◀ Water conservation techniques, public relation skills, leak detection methods;
- ◀ Basic computer skills and general record keeping;
- ◀ Safe work practices and procedures;
- ◀ Basic project planning.

ABILITY TO:

- ◀ Plan, schedule, implement and direct work;
- ◀ Maintain records and reports of work in progress;
- ◀ Communicate effectively with employees, officials and the public;
- ◀ Follow written and oral instructions and understand technical terminology of assigned work;
- ◀ Operate mechanical equipment and trucks;
- ◀ Assist in training and evaluating subordinates;
- ◀ Read plans and technical documents.

PHYSICAL AND SENSORY REQUIREMENTS:

- ◀ Operate safety devices and equipment and apply proper safety procedures in hazardous environments;
- ◀ 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 reach, bend or stoop in performing work;
- ◀ 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: Two (2) years of experience in dealing with the public in a customer service capacity and at least one (1) year of experience as a Field Customer Service Representative.

REQUIRED CERTIFICATIONS, LICENSES, AND REGISTRATIONS:

A valid California class C driver's license must be maintained at all times. Possession of a State of California Grade III Water Distribution Operator Certification is required.

DESIRED CERTIFICATIONS, LICENSES, AND REGISTRATIONS:

Las Virgenes Municipal Water District

A Grade IV Water Distribution Certification and/or a Grade IV Water Treatment Certification are desirable.