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## CUSTOMER SERVICE REPRESENTATIVE

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### **DEFINITION**

Under supervision, installs, maintains repairs, replaces, tests and reads water meters; observes and reports meter or service defects; investigates and responds to customer complaints.

This position may be either full time or part-time. The part-time position is with statutory benefits only; position may work up to 28 hours per week, 999 hours per fiscal year.

### **SUPERVISION EXERCISED**

None

### **EXAMPLES OF DUTIES**

*Duties may include but are not limited to:*

Read residential and commercial water meters and record readings on assigned route; note readings which appear low or high; report need for testing and investigation of possible meter tampering and needed repairs.

Respond to and investigate customer complaints referring difficult or complex complaints and problems to supervisor; complete and distribute notices of violation of city regulations.

Repair service line fittings such as gate valves, meter connections and angle valves; repair meters in the field by replacing registers and rearranging boxes; clean dirt and weeds from meter boxes and trim bushes and other plants obstructing meter boxes.

Install and replace small and large meters and meter boxes and covers.

Complete turn-ons and shut-offs for new and discontinued water service; distribute notices of payment delinquency.

Enter data, complete forms and prepare reports.

Order and maintain required supplies, tools and equipment.

May conduct backflow testing.

Perform related duties as assigned.

**KNOWLEDGE, ABILITIES AND SKILLS**

Knowledge of:

Tools, equipment, methods and techniques used in reading, maintaining and repairing water meters.

Basic arithmetic.

Methods and techniques used in efficient irrigation and water conservation.

City geography and meter routes.

Standard safety practices required by Cal OSHA in the maintenance water meter equipment.

Record keeping and reporting.

Ability and Skill to:

Use equipment in repair, maintenance and reading of water meters.

Accurately read meters and gauges.

Operate office equipment including computers, copying machines and phone systems.

Make mathematical calculations.

Prepare records and reports.

Respond to questions from the public and staff.

Plan and organize work to meet schedules and timelines.

Comply with Federal, State and local laws and City policies, procedures and codes.

Communicate clearly both orally and in writing.

Perform duties of an emergency worker in the event of a natural or other disaster.



## **QUALIFICATIONS**

*Any combination of education and experience that would provide the required knowledge, abilities and skills is qualifying. A typical way to obtain the qualifications would be:*

High school graduation and some experience in water meter repair, maintenance and reading.

## **LICENSE OR CERTIFICATE**

Must possess or have the ability to obtain an appropriate CA DL and a satisfactory driving record; American Red Cross certifications in C.P.R./ First Aid and Automated External Defibrillator (AED) Essentials. Possession of a Grade I Water Distribution within one (1) year of appointment. Backflow Certification desirable.

## **ESSENTIAL JOB FUNCTIONS/A.D.A.**

Ability to operate computer, calculator, telephone, portable radio, copying machine and light and heavy equipment used in fleet maintenance operations

Ability to understand and respond to the public's and staff's requests for assistance both on the phone and in person

Ability to prepare reports, perform mathematical calculations and sort/file documents

Ability to sit, stand and walk for two hours at a time

Ability to lift up to 50 pounds

Ability to get from one location to another in the course of doing business

Ability to work outdoors in all weather conditions including hot with extreme sun exposure, cold and wet

