

CITY OF HEMET

CUSTOMER SERVICE REPRESENTATIVE

Class specifications are only intended to present a descriptive summary of the range of duties and responsibilities associated with specified positions. Therefore, specifications may not include all duties performed by individuals within a classification. In addition, specifications are intended to outline the minimum qualifications necessary for entry into the class and do not necessarily convey the qualifications of incumbents within the position.

DEFINITION:

Under general supervision, performs a full-range of duties associated with the provision of metered services to customers, including water meter reading, setting, repairing, and testing; provides customer service to residential and commercial water users; performs service turn-on and shut-off activities; performs other related duties as required.

DISTINGUISHING CHARACTERISTICS:

The Customer Service Representative is responsible for performing a variety of tasks involved in reading, installing and maintaining water meters throughout the City, including the operation of electronic radio receiving equipment. Incumbents in this position perform customer service duties related to water system service and customer inquiries and complaints, and turn-on and shut-off service. This class is distinguished from the Maintenance Worker II by the performance of duties requiring more technical meter repair and meter information collection systems.

SUPERVISION RECEIVED AND EXERCISED:

Receives general supervision from the Water Quality Conservation Specialist. May exercise functional and technical supervision over lower level staff.

ESSENTIAL FUNCTIONS: *(include but are not limited to the following)*

- Reads meters manually or operates an electronic radio receiver in order to down load readings for billing purposes; performs reading activities on a scheduled route basis; investigates customer complaints and unusual reads involving high usage/billing; re-reads meters as necessary; delivers pink tags for delinquent billings; carries out work orders involving water turn-ons and shut-offs.
- Installs, tests, maintains and repairs water meters; maintains radio read meters; places repair bands on leaking meters; replaces meter boxes and lids; trims shrubbery that interferes with access to the meters.
- Operates light duty vehicles and other power and hand equipment used in the installation, maintenance, repair and reading of water meters; maintains and cleans assigned equipment; inspects tools and equipment for safety and mechanical defects.
- Demonstrates a full understanding of applicable policies, procedures and work methods associated with assigned duties; may operate a dump truck; may provide training to less experienced staff; responds to questions and concerns from the general public; provides customer service and information as is appropriate and resolves public service complaints.

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- Prepares and maintains a variety of written reports and computerized records; reads maps and route schedules.
- May assist in the repair and maintenance of water production and distribution lines and facilities, including water services as well as other municipal facilities.
- Establishes positive working relationships with representatives of community organizations, state/local agencies and associations, City management and staff and the public.

PYSICAL, MENTAL AND ENVIRONMENTAL WORKING CONDITIONS:

Position requires sitting, standing, walking on level and slippery surfaces, reaching, twisting, turning, kneeling, bending, stooping, squatting, crouching, grasping and making repetitive hand movement in the performance of daily duties. The position also requires both near and far vision when working at a computer, performing service water connection duties and operating assigned equipment. The need to lift, carry and push tools and equipment weighing 25 pounds or more is also required. Additionally, the incumbent in this outdoor position works in all weather conditions including wet, hot and cold. The nature of the work also requires the incumbent drive motorized vehicles.

Some of these requirements may be accommodated for otherwise qualified individuals requiring and requesting such accommodations.

QUALIFICATIONS: *(The following are minimal qualifications necessary for entry into the classification.)*

Education and/or Experience:

Any combination of education and experience that has provided the knowledge, skills, and abilities necessary for a **Customer Services Representative**. A typical way of obtaining the required qualifications is to possess the equivalent of three years of experience in water utilities maintenance and installation, and a high school diploma or equivalent.

License or Certificate:

Possession of, or ability to obtain, an appropriate level California driver's license and possession of a Grade I Water Distribution certificate issued by the American Water Works Association.

KNOWLEDGE/ABILITIES/SKILLS: *(The following are a representative sample of the KAS's necessary to perform essential duties of the position)*

Knowledge of:

Methods and procedures for troubleshooting, installing, testing and replacing water meters; procedures for water utility billing; methods and techniques of reading water meters, including remote monitoring; practices for underground facilities and landscape maintenance; local utility laws, codes and regulations; tactful and courteous methods of dealing with the public; safety requirements for operation of trucks and other equipment; methods and techniques of scheduling work assignments; standard office procedures, practices and equipment; modern office equipment, including a computer and applicable software; methods and techniques for record keeping and report preparation and writing; proper English, spelling and grammar; occupational hazards and

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standard safety practices.

Ability to:

Perform maintenance, repair and installation on water meters and water production facilities; maintain accurate and up-to-date records; understand and carry out oral and written instructions; respond to public inquiries, requests for service and complaints in a tactful and courteous manner; independently work in the field performing utility service duties; observe safety principles and work in a safe manner; communicate clearly and concisely, both orally and in writing; establish and maintain effective working relationships.

Skill to:

Operate an office computer and a variety of computer software applications and electronic radio receiving equipment; safely and effectively operate a variety of equipment and tools used in water system maintenance and repair.