



FIELD SERVICES REPRESENTATIVE II

Field Services Department

Range: 37

Salary:

JOB DEFINITION: Under general supervision, to read meters, perform water service turn-ons and shut-offs; to investigate high readings and customers' complaints; to contact water customers regarding delinquent accounts; and to do other work as assigned by the Field Services Supervisor.

SUPERVISOR: Field Services Supervisor

DISTINGUISHED FROM LOWER RANGE POSITION(S):

This position is the second level in the Field Service Representative series. In order to advance to a Field Service Representative II, an employee will be required to (1) acquire the necessary certification, and (2) have greater working experience and knowledge than the entry level Field Service Representative I position.

EXAMPLE OF DUTIES:

This position requires ability to fulfill duties of Field Service Representative I and the Field Service Technician III positions; may be assigned the duties of the Field Service Technician III as needed; assists Field Services Supervisor with the maintenance and deployment of the AMI system and meter data management system; capable of overseeing Department in the absence of Field Services Supervisor; able to respond to low pressure and taste/odor complaint – may be required to take water samples in field; investigates over-reads, under-reads, unusual water bills and customer complaints; discusses complaints with customers; performs high bill investigations, on site inspections, makes recommendations for correction of problems and performs follow-up as needed; performs re-reads, closing bills and special reads of the meter; collects amounts due on delinquent accounts and returned checks; investigates high/low reads to diagnose an inaccurate meter or over read; inspects meter and pipes for faulty operation; reports any malfunctioning; may perform minor repair work; takes meter reads for and may perform turn-ons and shut-offs; accepts applications for service in the field; may perform courier service delivering board packets and pick up and delivery of daily mail; assists other departments in field data collection and with other functions of the field services department as assigned.

QUALIFICATIONS:

Schooling: High School Diploma or G.E.D.

Certification(s): Grade II Water Treatment Certification and Grade II Water Distribution Certification; or

Experience: Three years of progressively responsible work at Desert Water Agency in meter reading and field service related work and any combination of training, experience and education which would likely provide the required knowledge and abilities

Knowledge: Possess and demonstrate a competent working knowledge of the Agency meter reading system, water service functions and policies; local street names, locations and geography; safe work practices

QUALIFICATIONS (Continued):

Ability: Read water meters; make minor repairs to water meters; perform mathematical calculations; drive a light truck; deal courteously, effectively, and tactfully with the public; maintain a neat and orderly personal appearance; understand and carry out oral and written directions; work independently and maintain a work schedule; establish and maintain cooperative working relationships with fellow employees

License(s): Possession of a valid drivers' license issued by the California Department of Motor Vehicles appropriate for the use of Agency vehicles required in the fulfillment of the job duties for this position, with an acceptable driving record

PHYSICAL REQUIREMENTS:

Climbing: yes no **Frequency:** Continual Often Infrequently Never

Examples: Getting in and out of vehicles, climbing stairs, climbing over fences

Bending: yes no **Frequency:** Continual Often Infrequently Never

Examples: Picking up meter lids and reading meters, picking up boxes, searching for leakage, etc.

Lifting: yes no **Frequency:** Continual Often Infrequently Never

Examples: Lifting daily mail drops/receipts, lifts Itron meter reading equipment

Digging: yes no **Frequency:** Continual Often Infrequently Never

Examples: Digs out meter boxes, makes repairs at meters/service stops

Sedentary/sitting: yes no **Frequency:** Continual Often Infrequently Never

Examples: Sitting at desk, driving or riding in vehicles

Standing: yes no **Frequency:** Continual Often Infrequently Never

Examples: Standing on all types of indoor and outdoor surfaces

Repetitive motion: yes no **Frequency:** Continual Often Infrequently Never

Examples: Operation of equipment such as computer keyboard, Itron handheld, radio, telephone, meter hook use, etc.

WORK ENVIRONMENT:

Generally, the majority of work is typically performed outdoors and will take place in all weather conditions, including extreme heat in excess of 110°; on occasions, work will be assigned within the Agency Operations Center or outlying Agency facilities.

I have reviewed this Job Description with my Supervisor and received a copy.

Employee Signature

Date

Supervisor Signature

Date

The specific statements shown in each section of this job description are not intended to be all-inclusive. They represent typical elements and criteria necessary to successfully perform the job.