



Position: Utility Service Representative, Field

Reports to: Water Operations Supervisor

Definition: Under general supervision, performs responsible field and administrative work in reading and recording meters and water usage on a scheduled and non-scheduled basis. Processes water turn on and off services in accordance with District procedures and protocols. Installs new meters and assigns proper routing sequence along with associated paperwork. Performs repairs or replacements of meters as needed. Repairs leaks on District lines and performs service upgrades. Responds to and resolves customer concerns and problems. Assists with emergency repairs and associated work as assigned.

Supervision: Reports to the Water Operations Supervisor. Work schedule and activities are coordinated to work closely with Office Utility Service Representatives and Accounting Specialist.

Typical Duties:

Duties may include, but are not limited to, the following: read water meters; record readings with an electronic device and compare with prior readings to determine accuracy and appropriate consumption; notify customer if a leak or obvious problem is apparent in their plumbing; check for inoperative or by-passed meters, or for leaks in the meter connection; provide factual information regarding meter reading, customer billing or consumption and refer customer to the proper department if further information or service is required; turn water on and off at the meter for non-payment, new accounts, closing accounts, or repairs to customers' plumbing; re-read meters where necessary, work closely with the customer service staff to resolve any customer-related issues; perform in field or at shop calibrated meter tests for accuracy; maintain meter boxes, lids and service lines to meter; coordinate service repairs with the field operations staff; install new meters and perform associated routing and paper work; report any unusual circumstances or incidents to the appropriate person; deliver red tag notices to customers to inform them of imminent shut-off for non-payment of delinquent accounts; deliver notices to customers to inform them of any pertinent information concerning their water service; prepares work order and reports of all work performed.

When assigned to work with the operations field staff, performs a variety of construction, maintenance, and operations activities, while remaining on-call for customer service needs.

Performs other related duties as needed.

Minimum Qualifications:

Knowledge: Basic mechanical and hydraulic principles; effective customer service techniques, principles of written communication, English grammar and basic mathematics; general record keeping and safe work practices; common computer hardware and software.

Abilities: Deal tactfully and courteously with public and staff, work effectively and maintain attention to detail despite frequent interruptions, quickly learn procedures relating to work assignments, understand and follow written and oral instructions, maintain confidentiality, use computer to perform accurate data entry and access utility customer information, work cooperatively and effectively in a team environment, safely perform a variety of field operations and maintenance tasks as assigned.

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

Experience: One year of field or office experience involving customer contact.

Education: Completion of high school or its equivalent. Additional related vocational or college education is desirable and may be substituted for experience.

License or Certification: Must possess and maintain a valid California Driver's License and a safe driving record. Must possess or obtain a Grade I Water Distribution Operator (DI) Certification issued by the California State Water Resources Control Board within 18 months from the date of hire.

Desirable Qualifications: Utility experience, experience with financial and/or billing software, familiarity with the Scotts Valley area.

Other Requirements: Must take part in all safety and training programs for staff, must be willing to work outdoors in a variety of weather conditions where insects, snakes and hostile dogs may be encountered, must have physical stamina to walk up to eight miles daily, sufficient strength to lift meter lids and other item sup to 35 pounds without assistance..