

SAN BERNARDINO MUNICIPAL WATER DEPARTMENT

FIELD SERVICE REPRESENTATIVE II

JOB DESCRIPTION

Under general direction performs the physical connecting and disconnecting of water supply to customers; reads water meters for service account initiation and termination; conducts field investigations as required and responds to customer complaints; installs and removes water meters; and performs related work as required.

REPRESENTATIVE DUTIES

Provides courteous and expeditious customer service to the general public and City department staffs; drives a Water Department truck in the field while making personal contacts with customers; reads meters; investigates high bill complaints; research no consumption accounts; disconnects and connects water service; places and removes water valve locks in meter boxes; removes and replaces meter from boxes; delivers overdue notices to customers; converses with customers regarding overdue payments and the water department's delinquency process; investigates illegal usage of water; interprets Department policy to customers; refers difficult situations to supervisor; corroborates customer information by radio/phone communication to Water Department customer service; receives calls from radio dispatcher; makes visits to customers as directed; may speak to customers in a language other than English; clears meter boxes of cement, rocks, weeds, water and other material, roaches, scorpions, sow bugs and other insects; interprets and deals with potentially explosive situations with customers to avoid confrontation and risk; assists in training new representatives; keeps various records; fends off dogs and other animals as needed; participates fully in the work of the assigned unit; performs minor maintenance on meters and water boxes; routinely adheres to and maintains a positive attitude towards City and Department goals as assigned, acts in the absence of the leadperson; performs meter reader duties as needed; and performs related work as required.

MINIMUM QUALIFICATIONS

Graduation from high school or G.E.D. equivalent and 3 years experience in either a water or water reclamation setting, with experience in construction, maintenance or meter repair; or 2

years as a meter reader, field service representative or customer service representative with the City of San Bernardino Water Department; must possess a valid California Class "C" Driver's License; NOTE: For out-of-state applicants, a valid driver's license is required and a valid Class "C" California Driver's License is required within ten (10) days after appointment (Vehicle Code 12505C).

GENERAL QUALIFICATIONS

Knowledge of:

Water meter reading procedures;
Operation of water meters and various types of shut off valves and associated apparatuses;
Water meter tampering methodologies;
Basic public relations skills to communicate with customers;
Water Department policy regarding payment of services;
Water pressure in various neighborhoods;
Appropriate safety precautions and procedures;
Effective supervisory skills;
Geography and street locations of service areas.

Ability to:

Read water meters;
Communicate effectively with customers;
Investigate and diagnose meter tampering;
Determine if readings are reasonable and appropriate to customer;
Write reports and keep logs;
Write legibly;
Operate a vehicle observing legal and defensive driving practices;
Adhere to all safety procedures and practices;
Work "in the field" in varying environmental and weather conditions;
Understand and carry out oral and written instructions;
Reason out and resolve problems;
Establish and maintain effective relationships with those contacts in the course of work;
See in the normal vision range with or without correction;
Hear in the normal audio range with or without correction;
Lift 10 to 50 pounds in normal duties;
Work under moderate stress conditions;

Must maintain a driving record which meets Vehicle Code Standards and is acceptable to the Department and its insurance carrier.

ORGANIZATIONAL RELATIONSHIPS

The class of Field Service Representative II is the journey level in the field service series. Works under the direction of Field and Meter Services Supervisor. Assists in the training and supervision of Field Service Representative I. Positions in this class are flexibly staffed. Positions in this class may be assigned to work various shifts including weekends.