

SAN BERNARDINO MUNICIPAL WATER DEPARTMENT

FIELD AND METER SERVICES LEADPERSON

JOB DESCRIPTION

Under general supervision of the Field and Meter Services Supervisor, to investigate consumer problems and complaints; to determine proper amounts for water and sewer assessments; to assist in the supervision of Field Service personnel and Meter Readers; to ensure the accurate and timely completion of service orders; and to perform related work as required.

REPRESENTATIVE DUTIES

Provides courteous and expeditious customer service to the general public and City department staffs. Investigates problems, such as excessive consumption, possible incorrect readings and needed repairs; locates and verifies skip reads; coordinates and checks the completion of work orders; transmits work requests to meter shop; investigates and determines proper amounts and codes for water and sewer assessments; assists the Field and Meter Services Supervisor in the preparation, evaluation and revision of the monthly meter reading routes; prepares necessary reports; informs customers of results of excessive consumption investigations; inspects services for leaks; schedules, monitors and supervises daily turnoffs, turn-ons, lock-offs and unlocks; replaces damaged vault tops; communicates with customers about overdue notices, non-payments and complaints; assists in the training, scheduling and safety of Field Service personnel and Meter Readers; ensures staff adherence to departmental policies and procedures; assists the Field and Meter Services Supervisor with the preparation of performance evaluations; assists the Field and Meter Services Supervisor with accomplishment of section goals, objectives and budget; downloads, distributes and uploads daily meter reading assignments to meter reading staff using mainframe, desktop PC and handheld meter reading system; utilizes HTE customer service software to perform duties as necessary; as assigned, acts in the absence of supervisor; responsible to ensure department vehicles assigned to staff are routinely inspected for proper maintenance and safety; and performs related work as required.

Provides confidentiality, support and positive attitude necessary to meet all Water Department goals and maintain employee morale. Performs other duties and responsibilities as assigned.

MINIMUM QUALIFICATIONS

Graduation from high school or G.E.D. and two (2) years experience in meter reading, customer service or collection work with a utility organization; or 18 months as either a Meter Reader II or Field Service Representative II with the City of San Bernardino Water Department. A valid Department of Health Services (DOHS) Water Distribution Operator Grade 1 certification is required within three (3) years of appointment. Possession of a valid Class "C" California Driver's License is required. 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 12504a).

GENERAL QUALIFICATIONS

Knowledge of:

Methods of meter reading;
Installation, removal and repair of meters, locks and devices;
Water utility distribution facility piping system that includes pumps, valves and storage tanks;
Water Department policy regarding payment for services;
Moderately complex record keeping procedures;
Geographical layout of City streets and addresses;
Basic public relations techniques;
Fundamental principles of public relations;
Effective leadership methods and problem solving skills;
Effective supervisory skills;
Appropriate safety precautions and procedures;
Fundamental knowledge of Microsoft Windows based personal computers;
Fundamental knowledge of the Itron meter data recording system.

Ability to:

Communicate effectively with customers;
Read meters accurately;
Determine condition of water meters;
Exercise judgement to resolve service and meter reading problems;
Read and write at a level sufficient for job success;
Acquire and maintain a valid DOHS Water Distribution Operator Grade 1 certification within 3 years;
Complete continuing education contact hours required for DOHS Water Distribution Operator Grade 1 certification;
Plan and schedule work assignments, set priorities for and train subordinates;
Read, understand and apply moderately complex materials;

Ability to: (continued)

Maintain accurate records;
Make simple arithmetic calculations with speed and accuracy;
Work in the field in varying weather conditions;
Prepare written reports;
Write legibly;
Operate a personal computer with Microsoft Windows;
Operate the Itron hand held data recorder;
Operate a vehicle observing legal and defensive driving practices;
Maintain a driving record that meets vehicle code standards and is acceptable to the Department and its insurance carrier;
Understand and carry out oral and written instructions;
Establish and maintain effective relationships with those contacted 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 fifty (50) pounds in normal duties;
Work under moderate stress.

ORGANIZATIONAL RELATIONSHIPS

The class of Field and Meter Services Lead Person is the lead position in the Field Services and Meter Reader series. Supervision is received from the Field and Meter Services Supervisor. Supervision is exercised over Field and Meter Services personnel, in the absence of the Field and Meter Services Supervisor.