

**SAN BERNARDINO MUNICIPAL WATER DEPARTMENT**

**FIELD SERVICE REPRESENTATIVE I**

**JOB DESCRIPTION**

Under general supervision, performs the physical connecting and disconnecting of water supply to customers; reads water meters for service account initiation and termination; installs and removes water meters; and performs related work as required.

**REPRESENTATIVE DUTIES**

Provides courteous and expeditious service to the general public and City Department staffs; drives a Water Department truck in the field making personal contacts with customers; reads meters; disconnects and connects water service; removes and replaces water valve locks in meter boxes; removes and replaces meters; delivers overdue notices to customers; converses with customers regarding overdue payments and the Water Department's delinquency process; 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; keeps various records; fends off dogs and other animals as needed; participates fully in the work of the assigned unit: performs meter reader duties as needed; performs minor maintenance on meters and water boxes; routinely adheres to and maintains a positive attitude towards City and Department goals; fills in as a meter reader as needed; and performs related work as required.

**MINIMUM QUALIFICATIONS**

Graduation from high school or G.E.D. equivalent; and 1 year of experience in either a water or water reclamation setting with experience in construction maintenance, meter repair, meter reader or Customer Service Representative with any utility; must possess a valid Class "C" California 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 of appointment (CA Vehicle Code 12505C).

**GENERAL QUALIFICATIONS**

**Knowledge of:**

Operation of water meters and various types of shut-off valves and associated apparatuses;  
Water meter tampering methodologies;  
Water meter reading procedures;  
Basic public relations skills to communicate with customers;  
Water Department policy regarding payment for services;  
Appropriate safety precautions and procedures;  
Geography and street location of service area.

**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;  
Read and write at a level sufficient for job success;  
Read, understand and apply moderately complex materials;  
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;  
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 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 I is the working level in the field service series. Works under general supervision of a Field Service Representative II or Field and Meter Services Supervisor. Positions in this class may be assigned to work various shifts including weekends.

**Job Description:**

CSB Approved: 4/13/2004

**Testing Standards:**

Open/Promo/CS Oral: 4/13/2004