

CITY OF GLENDALE

TITLE: Water Service Representative CLASS CODE: 971

REPORTS TO: Lead Water Service Representative RANGE: 18

DEPARTMENT: Utilities FLSA: N

JOB SPECIFICATION DATE: July 1, 2005 bwg

JOB SUMMARY:

Performs a variety of tasks involving reading water meters, maintaining and replacing water meters, investigation and settlement of customers' water service complaints; and processing service changes.

ESSENTIAL FUNCTIONS:

1. Reads water meters on an assigned route and records information into the electronic reader.
2. Answers questions and provides information to customers and the general public.
3. Receives and processes requests for water turn on/off; turns water on and off in accordance with service orders and records the meter reading.
4. Attempts to collect on delinquent accounts prior to disconnecting service.
5. Turns off water, pulls out meters, or locks service on delinquent accounts.
6. Conducts follow-ups with customers regarding delinquent accounts.
7. Receives and receipts monies on delinquent accounts and records information on daily log sheet.
8. Investigates customer complaints regarding high usage readings, no water and water leaks.
9. Assists customers in locating water leaks.
10. Explains billing related questions to customers.
11. Develops new routes in new development areas using maps.
12. Inspects meters for proper operation and enters notation of damage or malfunction, illegal usage and other customer information into electronic, hand-held unit.
13. Installs new meters, Removes meters and repairs some water leaks.
14. Cleans out, raises/lowers and replaces different size meter boxes.

SECONDARY FUNCTIONS:

15. Interacts with police department regarding theft of service; may testify in court.
16. Performs other related duties as assigned.

KNOWLEDGE, SKILLS, ABILITIES:

Knowledge of:

City water billing procedures.
Basic operation, maintenance, service and repair of water service equipment.
Basic mathematics and record keeping principles

Skill in:

The use of small hand tools.
Operation of a 2-way radio.

Ability to:

Use a hand held computer.
Analyze customer service problems and take appropriate action or make recommendation.
Make independent on work site decisions.
Deal tactfully and courteously with the public and provide good customer service.
Interpret City and department rules as applied to water billing and collection services.
Test water meters and determine reasons for excessive consumption.
Install and replace water meters, clean out, raise/lower meters and replace pipes.
Read and follow street maps.

WORKING CONDITIONS:

Deals with irate and hostile customers in field locations. Exposure to vicious dogs, snakes, insects, traffic hazards. Requires considerable walking, climbing, kneeling, lifting and standing, often in confined spaces. Exposure to adverse seasonal conditions.

MINIMUM QUALIFICATIONS:

High school education and two years experience in customer service fieldwork with one year experience in meter reading, meter repair and/or plumbing.

Any equivalent combination of training and experience which provides the required knowledge, skills, and abilities is qualifying.

SPECIAL REQUIREMENTS:

Applicants will be required to undergo drug testing prior to employment and will be subject to further drug and alcohol testing throughout their period of employment in accordance with the City of Glendale Substance Abuse policy.

A valid Arizona driver's license. Must be able to obtain ADEQ Level 1 Water Distribution certification within six (6) month of date of hire.

