

SAN BERNARDINO MUNICIPAL WATER DEPARTMENT CLASSIFICATION SPECIFICATION

TITLE: FIELD AND METER SERVICES REPRESENTATIVE II

DATE: 8/23/2022

JOB CODE: 21746

FLSA STATUS: NON-EXEMPT

UNIT REPRESENTATION: GENERAL

Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are not intended to reflect all duties performed within the job.

DUTIES SUMMARY

Under general direction, perform the physical connecting and disconnecting of water supply to customers; read water meters on an assigned route for billing and for service account initiation and termination; conduct field investigations as required and respond to customer complaints; install and remove water meters; and perform related work as required.

DISTINGUISHING CHARACTERISTICS

The class of Field and Meter Services Representative II is the journey level in the field service series. Incumbents assist in the training of Field and Meter Services Representatives I and assist with the more difficult field work. Positions in this class may be assigned to work various shifts including weekends. Direction is received from the Field and Meter Services Lead Worker and Supervision is received from the Field and Meter Services Supervisor.

EXAMPLES OF DUTIES

The following duties are typical essential duties for positions in this classification. Any single position may not perform all of these duties and/or may perform similar related duties not listed here:

- Provide courteous and expeditious customer service to the general public and City and Department staff;
- Routinely adhere to and maintain a positive attitude toward City and Department goals;
- Support supervisor, management and Department goals;
- Read and troubleshoot meters using manual meter reading methods, Automated Meter Reading (AMR) technology, Advanced Meter Infrastructure (AMI), or any other technology utilized by the Department;
- Accurately read meters on an assigned route, for work orders, field checks and investigations, higher than average readings, or for other reasons deemed necessary;
- Utilize meter reading and utility billing software and handheld devices, including tablets or smartphones, to perform duties as necessary;

- Disconnect and connect water service;
- Install, remove and replace meters according to Department standard;
- Verify meter numbers and report new meter installations;
- Answer customer questions and converse with customers regarding overdue payments and the Department's delinquency process;
- Interpret and explain Department rules and regulations to customers;
- Refer unresolved or escalated situations to supervisor or lead;
- Confirm and verify meter, service status, or customer account information to Customer Service or Billing & Collections staff by email, text, phone or other communication device;
- Coordinate with Billing & Collection and Customer Service staff for work orders and field activities;
- Respond to and maintain contact with Supervisor, Lead worker, and office staff via phone, text, and e-mail;
- Receive assignments and information via calls, emails, text messages, or other handheld devices;
- Make on site contact with customers as directed;
- Clear meter boxes of bushes, weeds, grass, dirt, cement, rocks, weeds, water, debris, roaches, and other insects;
- Interpret and deal with potentially explosive situations with customers to avoid confrontation and risk;
- Keep various accurate and legible records;
- Maintain work logs and material records as required for work order and daily assignments;
- Fend off dogs and other animals as needed;
- Perform minor maintenance on meters, meter associated devices and meter boxes;
- Report and replace damaged or missing water meter lids;
- Replace meter boxes to set and/or pull meters;
- Report main, meter, lateral and fire hydrant leaks;
- Report water waste violations to Supervisor, lead worker, and water conservation via email with photos;
- Determine if meter or associated meter devices are malfunctioning;
- Investigate and perform field check to determine if tampering or illegal use of water has occurred;
- Report hazardous field conditions;
- Turn on backflows to test meters; report leaking backflows and fire hydrants;

- Respond to emergency water service turn offs;
- Install, replace or repair radio read ERTs;
- Operate a Department vehicle, driving to and from various work assignment locations in the field;
- Ensure assigned Department vehicles are routinely inspected for proper maintenance and safety; complete daily vehicle inspection sheet;
- Assist in the training of new section staff;
- Investigate high bill and out of range meter readings;
- Research no consumption accounts;
- Complete meter reading download and upload as needed;
- Coordinate to schedule, arrange, and distribute daily work orders as needed;
- Assist Department staff locate hard to find meters;
- Act in the absence of the Lead Worker;
- Participate fully in the work of the assigned unit;
- Perform related work as required;
- May speak to customers in a language other than English.

QUALIFICATIONS

Any combination of education, training, and experience that would likely provide the knowledge, skills, and abilities to successfully perform in the position is qualifying. A typical combination includes:

Knowledge of:

- Operational characteristics of water meters, meter reading equipment, and meter reading software and various types of shut-off valves and associated apparatuses;
- Water meter tampering methodologies;
- Principles, methods, and techniques used in the conduct of meter reading activities and operations;
- Basic public relations skills to communicate with customers;
- Water Department policy regarding payment of services;
- Appropriate safety precautions and procedures, occupational hazards, safety policies, and safe work practices relative to the assigned work;
- Geography and street locations of service area;

Ability to:

- Operate a computer and common office equipment/software, handheld meter reading equipment including tablets or cell phones;
- Read, record, and report readings on water meters accurately;
- Memorize meter routes and meter locations and city streets and geography;
- Communicate professionally, courteously and effectively with customers, Supervisor, Lead Worker and Department staff;
- Investigate and diagnose meter tampering and illegal water use;
- Write reports and keep work logs;
- Read and write at a level sufficient for job success;
- Read, understand and apply moderately complex materials;
- Write legibly;
- Apply Department rules, regulations, procedures, and policies to daily work assignments;
- Establish and maintain effective relationships with those contacted in the course of work;
- Efficiently navigate the Department's geographic service area;
- Operate a vehicle observing legal and defensive driving practices;
- Adhere to all safety procedures and practices;
- Work outside in varying environmental and weather conditions;
- Exercise sound judgment to reason out and resolve service and meter reading problems;
- Understand and carry out oral and written instructions;
- Maintain accurate records;
- Exercise good judgment, flexibility, and sensitivity in response to changing work situations and needs;
- Establish and maintain effective relationships with those contacted in the course of work;
- Lift up to 50 pounds in normal duties including lifting meter box tops and vault lids;
- Work under moderate to high stress conditions;
- Work overtime if needed;
- Fill in for Lead Worker as needed
- Must maintain a driving record which meets Vehicle Code Standards and is acceptable to the Department and its insurance carrier;

MINIMUM QUALIFICATIONS

Education: Graduation from high school or GED/Equivalent

Experience: Minimum of eighteen (18) months experience of public contact or providing customer service to the public. Meter Reading or Field Service work for a public utility or like agency preferred.

NECESSARY SPECIAL REQUIREMENTS

Possession of a valid Class "C" California driver's license. For out of state applicants, a valid driver's license is required and a valid Class "C" California driver's license must be obtained within ten (10) days of appointment (CA Vehicle Code 12505c).

PHYSICAL TASKS AND ENVIRONMENTAL CONDITIONS

Work is primarily performed in a field environment that is frequently loud and prolonged, in a variety of environmental and extreme weather conditions (both indoors and out), and in or near street traffic with significant exposure to hazardous drivers. Incumbents are exposed to wet and/or humid conditions, heavy vibration, and in precarious places. Incumbents frequently work on slippery or uneven surfaces and work occasionally involves exposure to potential physical harm, infectious disease and hazardous chemicals, fumes, airborne particles, dirt, dust, grease, oil, solvents, and fumes in various states (gaseous, liquid, or solid). Incumbents need to be able to tolerate unpleasant odors, wet conditions, and uncomfortable climate conditions. Incumbents are regularly required to sit, walk, and stand on a variety of surfaces, use hands to finger, handle, feel, grasp, or operate objects, tools, and controls, use hands and arms at any height (including above the shoulder), perform repetitive movements of hand and/or wrists and traverse or stand on uneven surfaces. There is frequent need to stand, stoop, bend at the waist, walk, crawl, crouch, climb and perform other similar actions during the course of the workday. Employee accommodations for physical or mental disabilities will be considered on a case-by-case basis.

Incumbents require sufficient mobility to work in a field setting in varying weather conditions, to operate various equipment, regularly lift and/or move in any direction materials and supplies weighing up to 50 pounds and to travel to various locations. Must be able to see in the normal visual range with or without correction with both eyes and depth perception with vision sufficient to see colors, adjust focus, read small print, computer screens, phone screens, and other printed documents. Must be able to hear in the normal audio range with or without correction. Employee accommodations for physical or mental disabilities will be considered on a case-by-case basis.

CAREER LADDER

From: Field and Meter Services Representative II

To: Field and Meter Services Lead Worker
Field and Meter Services Supervisor

Job Description:

Board Approved:
Rev:

Title Chg from Field Svc Rep II

4/19/1988
4/20/1999
3/23/2004
6/28/2022
8/23/2022

Testing Standards: App Review/Supp App Review