

North Marin Water District

FIELD SERVICE REPRESENTATIVE I / II

*This class description is only intended to present a summary of the range of duties and responsibilities associated with the position. Descriptions **may not include all duties** performed by individuals within the class. In addition, descriptions outline the minimum qualifications necessary for entry into the class and do not necessarily convey the qualifications of incumbents within the position.*

DEFINITION

Reads meters under general supervision, investigates and resolves customer and District reported complaints (except water quality), identifies service leaks, performs meter maintenance, collects delinquent bills, makes turn-offs for non-payment and performs other work as required.

DISTINGUISHING CHARACTERISTICS

FIELD SERVICE REPRESENTATIVE I

This is an entry-level training classification. Incumbents are assigned and will receive on-the-job training in a wide variety of duties under general supervision involving reading and basic repair of water meters. The duties of the classification are divided between field and office activities. In addition, incumbents may be assigned the more skilled work for training purposes. Possesses general knowledge of plumbing and various functions within individual water systems to advise consumers on water systems problems.

The position is responsible for routine maintenance and minor repair of meters, disconnecting and reconnecting accounts, and is familiar with the District service area to respond quickly to emergency calls. Able to read facility maps to locate water services rapidly. Since primary duties are performed in the field, self-direction, courteous customer service, and responsiveness is critical. Employees in this classification may advance to the next level of the job series by demonstrating competency and proficiency in the core duties and tasks.

FIELD SERVICE REPRESENTATIVE II

This is a journey-level training classification. Incumbents are assigned and will receive on-the-job training in a wide variety of duties under general supervision involving reading and basic repair of water meters. The duties of the classification are divided between field and office activities. In addition, incumbents may be assigned the more skilled work for training purposes. Possesses intermediate knowledge of plumbing and various functions within individual water systems to advise consumers on water systems problems.

The position is responsible for routine maintenance and minor repair of meters, disconnecting and reconnecting accounts, and is familiar with the District service area to respond quickly to emergency calls. Able to read facility maps to locate water services rapidly. Since primary duties are performed in the field, self-direction, courteous customer service, and responsiveness is critical. This position is distinguished from the position of Field Service Representative I in that the latter position is responsible for more administrative customer service responsibilities and water conservation assistance.

SUPERVISION RECEIVED

Supervised by the Consumer Services Supervisor. Functional supervision and training provided by the Field Services Representative Lead.

Approved	DM
Date	12/15/20

ESSENTIAL DUTIES (include but are not limited to the following)

Performs meter reader duties based on needs of the District; performs onsite investigations as assigned when unusual consumption, possible Customer leaks or other water system related problems occur. Removes and replaces meter box lids, stuck meters and registers; identifies leaks at the meter; assists customers in locating system leaks; installs and removes hydrant meters and reports on unauthorized use of water through hydrants; performs meter box dig-outs and vegetation trims; obtains meter readings for closing accounts or otherwise assigned.

Customer Services on-call duty is required on those nights (typically Wednesday) when water service has been discontinued for non-payment. Makes onsite visits to collect on delinquent bills, turns off water service when necessary. Restores water service after payment has been collected. Knowledgeable of distribution system in order to respond to emergency calls. Performs other duties as assigned.

OTHER DUTIES

Daily mail pick-up at the post office and any other special pick-up or delivery as needed. Removes and replaces meter boxes. Performs semi-skilled work involving the maintenance of District's buildings, grounds landscaping, and assists with the District's distribution system maintenance and repair involving hydrant and valve operations, service leak detection, and meter repair and maintenance.

QUALIFICATIONS (The following minimum qualifications are necessary for entry in the class)Education/Experience

Field Service Representative I: Sufficient education and experience to perform the duties of the Field Service Representative. A typical way of obtaining the required qualifications is to possess the equivalent of two years of experience in plumbing and fieldwork involving public contact, and a high school diploma or its equivalent.

Field Service Representative II: Sufficient education and experience to perform the duties of the Field Service Representative II. A typical way of obtaining the required qualifications is to possess the equivalent of three years of experience as Field Service Representative I, and a high school diploma or its equivalent.

Knowledge/Skill/Ability

Knowledge of: The areas served by the District; general plumbing and water system maintenance; standard safety precautions including those relative to working in streets and high traffic areas.

Ability to: Maintain and repair equipment and facilities; operate power and hand tools and equipment in a safe and effective manner; efficiently use telephone system and computer software systems; perform basic data entry and data retrieval on agency computers; rapidly and accurately read and input numerical meter readings into a hand-held computer; perform mathematical computations quickly and accurately; lift meter boxes, meter lids and other objects in excess of 100 pounds; perform grounds maintenance duties; replace meter boxes, registers and lids and mark locations; deal with customer complaints; respond to questions and inquiries from the general public in a courteous, effective and appropriate manner; work holidays and overtime and remain available in the event of an emergency; read and decipher maps and directions; make sound judgments in the field with little direct supervision; work independently, follow established guidelines/standards and meet meter reading standards as established by the District.

License/Certificate

Field Service Representative I: Possession of a valid Class C California driver's license.

Field Service Representative II: Possession of a valid Class C California driver's license.

Possession of a D1 Water Distribution Certification.

WORKING CONDITIONS/PHYSICAL REQUIREMENTS

Position requires standing, walking on level and uneven surfaces, reaching, kneeling, bending, stooping, crawling, squatting, crouching, and grasping in the performance of daily duties. This position is subject to work in all weather conditions while maintaining consistent workload in its major function of reading meters and investigating and resolving complaints. The position requires both near and far vision while performing location identification, meter reading, and general maintenance activities. Position requires light and heavy lifting, pushing and dragging objects in excess of 100 pounds, and significant walking sometimes on unimproved or non-existent walking areas. Employees may come in contact with chemicals, sharp and dull objects; domestic and wild animals; and in general may come in contact with a variety of potentially dangerous working situations that require a combination of good judgment, field knowledge of potential problems, problem identification and solutions.

OTHER REQUIREMENTS

Per California Government Code, Title 1, Division 4, Chapter 8, Section 3100, "all public employees are hereby declared to be disaster service workers subject to such disaster service activities as may be assigned to them by their superiors or by law."