

North Marin Water District

FIELD SERVICE REPRESENTATIVE LEAD

*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

Assigns, directs, oversees and participates in the work of Field Service Representatives in assigned areas including meter reading, investigating and resolving customer and District reported complaints (except water quality), identification of service leaks, meter maintenance, delinquent bill collection, non-payment shutoffs and customer service activities. Serves as primary back-up to the Consumer Services Supervisor.

DISTINGUISHING CHARACTERISTICS

Has general knowledge of plumbing and various functions within the District’s water systems to advise customers 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. Possess the ability to read facility maps to locate water services rapidly. Backs-up Consumer Services Supervisor in water billing, payments, and reports as well as customer communications. Primarily an office position, with field visits occasionally and when needed, so self-direction, courteous customer service and responsiveness is critical.

SUPERVISION RECEIVED

Supervised by the Consumer Services Supervisor. Provides functional supervision and training for subordinate employees and volunteers.

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. Monitors stuck meters in Neptune 360. Lead in WaterSmart and Neptune 360 review and programs including responding to WaterSmart Conversations. Assign service orders from WaterSmart Leak Alerts to FSRs as needed. Oversee hydrant meter billing, monitoring and projects. Lead in implementation and monitoring of the meter maintenance program.

Performs duties as back-up to the Consumer Services Supervisor including water billing and payments, processing returned water bills, sending reminder notices, and shut-off list duties; reviewing pre-bills, regular bills, closing bills and high bills, editing and adjusting special accounts; responding to emails (info@nmwd.com), Infosend via online biller and Accounting. Handles customer calls regarding billing payments or start/stop service requests, takes payments, updates account information, establishes payment plans, assists with online billing, and other account corrections or revisions; answers questions as to water usage and leaks, and creates customer service requests for FSR. Performs front-office back-up duties such as

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answering phones, checking voicemail, balancing cash drawer, completing cash receipts, balancing check and cash payments entry, completing deposits, review billing emails and web requests. Completes work orders retrieving sign-in/sign-outs in Core and Neptune 360 reads, set-up fee entry, monitoring sign-in, issuing 2-day notices, and transferring account information from Core to Neptune 360. Reviews service requests (yellow tags) completing meter changes, adding account notes, updating customer information, reviewing customer profiles and confirming changes as well as sign-in/out date revisions, name order and proper authorizations for follow-up with Receptionist.

Customer service 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

Sufficient education and experience to perform the duties of the Field Service Representative Lead. A typical way of obtaining the required qualifications is to possess the equivalent of five years of experience as a Field Service Representative, completed training for Consumer Services Supervisor back-up duties, and possess a high school diploma or its equivalent.

Knowledge/Skill/Ability

Knowledge of: The geographical 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; lead worker principles and practices.

Ability to: Maintain and repair equipment and facilities; operate power and hand tools and equipment in a safe and effective manner; 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

Possession of a valid Class C California driver's license. Possession of a D1 Water Distribution Certificate.

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."