

CITY OF MADERA

FIELD REPRESENTATIVE

*Class specifications are only intended to present a descriptive summary of the range of duties and responsibilities associated with specified positions. Therefore, specifications **may not include all** duties performed by individuals within a classification. In addition, specifications are intended to outline the **minimum** qualifications necessary for entry into the class and do not necessarily convey the qualifications of incumbents within the position.*

DEFINITION:

Under general supervision, investigates and resolves utility service delinquencies; verifies service address occupancy and fulfills delinquency notification requirements, vacancy issues, and collections; provides customer service to residential and commercial water users; performs service turn-on and shut-off activities; performs related duties as required.

DISTINGUISHING CHARACTERISTICS:

The **Field Representative** is the single journey level class in the Revenue Services Division of the Finance Department which is responsible for performing a variety of tasks involved in field work relating to utility billing investigations and service turn-on and shut-offs. Incumbents in this position perform customer service duties related to basic water system service and customer inquiries and complaints. This class is distinguished from the classification of Account Clerk by the performance of field duties.

SUPERVISION RECEIVED AND EXERCISED:

Receives general supervision from the Revenue Services Manager. Incumbents of this class do not routinely exercise supervision.

ESSENTIAL FUNCTIONS: *(include but are not limited to the following)*

- Performs customer service duties including locating covered water valves, noticing of delinquencies, service turn-ons and shut-offs.
- Responds to questions and concerns from the general public; provides information as is appropriate and resolves service complaints; responds in emergency situations as appropriate.
- May provide assistance to other office staff in filing, recordkeeping, customer service, and making miscellaneous deliveries.
- Establishes positive working relationships with representatives of community organizations, state/local agencies and associations, City management and staff, and the public.

WORKING CONDITIONS:

Position requires sitting, standing, walking on level and slippery surfaces, reaching, twisting, turning, kneeling, bending, stooping, squatting, crouching, grasping and making repetitive hand movement in the performance of daily duties. The position also requires both near and far vision when working at a computer, performing service water connection duties and operating assigned equipment. The need to

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lift, carry and push tools and concrete water main caps, weighing 25 pounds or more is also required. Additionally, the incumbent in this outdoor position works in all weather conditions including wet, hot and cold. The nature of the work also requires the incumbent drive motorized vehicles.

QUALIFICATIONS:

Education and/or Experience:

Any combination of education and experience that has provided the knowledge, skills, and abilities necessary for a **Field Representative**. A typical way of obtaining the required qualifications is to possess one year of experience in an office environment working with customer service issues, and a high school diploma or equivalent.

License or Certificate:

Possession of, or ability to obtain a valid, class C California driver's license.

KNOWLEDGE/ABILITIES/SKILLS: *(The following are a representative sample of the KAS's necessary to perform essential duties of the position)*

Knowledge of:

Basic accounting and bookkeeping principles and practices; local utility laws, codes and regulations; tactful and courteous methods of dealing with the public; occupational hazards and standard safety precautions necessary in the work place; modern office methods, procedures and practices; City geography and the municipal street system.

Ability to:

Utilize computerized billing and financial records systems as they relate to assigned responsibilities; maintain accurate and up-to-date records; communicate clearly and concisely, both orally and in writing; understand and carry out oral and written instructions; respond to public inquiries, requests for service, and complaints in a tactful, courteous manner; independently work in the field performing utility service duties; establish and maintain effective working relationships.

Skill to:

Operate an office computer and a variety of word processing and software applications.