

## CITY OF MADERA

### WATER CONSERVATION CUSTOMER SERVICE 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, acts as customer service representative for the water division related to water meters and water conservation for residential and commercial customers; conducts field observations regarding occupancy for utility billing purposes; provides public education and enforcement of the City's water conservation programs; receives and resolves customer inquiries concerning the delivery of services; performs service turn-on and shut-off activities; performs related duties as required.

#### **DISTINGUISHING CHARACTERISTICS:**

The **Water Conservation Customer Service Representative** is the journey level class in the water division of the Public Works Department which is responsible for performing a variety of tasks related to water meters and water services. Incumbents in this position perform customer service duties related to basic water meter service and customer inquiries and complaints. This class is distinguished from the classification of Water System Worker I in that the latter provides more technical maintenance and physical replacement of water meters.

#### **SUPERVISION RECEIVED AND EXERCISED:**

Receives general supervision from the Water Meter and Conservation Supervisor. 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, meter reads, and responds to customer concerns regarding meter usage and function.
- Responds to questions and concerns from the general public; provides information as is appropriate and resolves service complaints; responds in emergency situations as appropriate.
- Troubleshoots water meters; performs basic repairs to water meter components; operates a programmer to verify proper meter transmissions;
- Enforces the City's water conservation programs; educate members of the public on conservation program requirements and any incentive/rebate programs available to assist with water conservation;
- Issues notices of violation for water connection or water conservation violations; enters citations

into City systems; monitors ongoing compliance.

- May provide assistance to other staff in filing, recordkeeping, and customer service.
- 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 lift, carry and push tools and water meter box lids, 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 **Water Conservation Customer Service 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 record keeping principles and practices; local water conservation and 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 meter reading, meter programming, 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;  
operate electronic devices related to water meter reading