

UTILITIES CUSTOMER SERVICE REPRESENTATIVE CLASSIFICATION SPECIFICATION

GENERAL FUNCTION

Provide prompt courteous service for the Public Works and Utility concerns of the public.

REPRESENTATIVE ESSENTIAL DUTIES AND RESPONSIBILITIES (Note – This list is intended only to illustrate the various types of work that may be performed. The omission of specific statements does not exclude them from the position.)

Check meter reads for accuracy, leaks/check private properties for leaks. When high consumption is detected by either the customer, billing, or a meter reader, Customer Service checks the meter read for accuracy and also determines if there is a leak in the customer's plumbing which may have contributed to the high consumption.

Perform final reads on accounts. Customer Service reads meters of properties where the customer has moved so a final bill can be tabulated.

Turn on/shut off meters & collect payment on delinquent accounts.

Fill out appropriate paperwork. Accurate information is gathered from each service request, recorded on the appropriate service form, and returned the next day to the billing office for processing.

Install/repair meters. If a water meter is found to have a problem, Customer Service will repair the meter in the field or replace it if necessary. New meters are also installed at the request of billing personnel.

Meet with Customers to resolve meter concerns (leaks, miss-reads, flow). Customer service often meets with the customer to resolve any meter or service line concern they may have. This would include disputed readings; location of meter, possible leaks, or questions about flow rates to their property

Promptly evaluate Public Works and Utility related concerns reported by the Public and City employees. This includes discolored/bad tasting water, water service line/ main breaks, sewer lateral/main blockages, potholes in streets/alleys, broken/missing street signs, overgrown vegetation, right-of-way questions, etc.

Meet with the public to assess and resolve these concerns. Customer contact is made on every call either by phone or in person. Every effort is made by the response person to resolve the concern immediately but in some cases a work order request must be written and sent to the responsible Supervisor.

Assess safety issues associated with each concern. Customer Response must carefully evaluate the safety concerns and potential property damage associated with each of the wide variety of calls received.

Provide essential information to Supervisor responsible for concern. Since Customer Response is the first to see the concerns, it is imperative that response provides accurate and detailed information to the division Supervisor so they can dispatch appropriate crew and equipment to the site.

Provide detailed written account of every call. After evaluating each call, information about the call including arrival time, customer contact time, when it was resolved, and a detailed description of how it was resolved is given to the dispatch person to enter into our database. Information about work order requests written is also included.

Provide and save on computer digital photos of unsafe or controversial concerns. Digital photos are taken, edited, labeled, organized, and stored in the City's networked computer system. When needed, Response can attach these photos to the work orders for visual effect. Response also e-mails these photos to other departments for use in such areas as claim investigation.

Other Duties

- **Regular attendance is an essential requirement**
- **Performs related work as assigned and/or required**

KNOWLEDGE, SKILLS AND ABILITIES (Entry Requirements)

Knowledge of:

Customer Service must have a thorough understanding of the water distribution system, water meters, the billing system, cross connection, and residential plumbing

Understanding and working knowledge of the water distribution system, storm & sewer systems, water quality, cross connection, traffic safety & flow, and a thorough knowledge of the streets in the City and areas outside the City that are served by our water or sewer.

Response must also have the knowledge and ability to troubleshoot & repair water meters, water service lines, potholes, traffic signs, sewer mains, sewer laterals, identify right-of-way boundaries, quickly plan and set up traffic control due to accidents or incidents, and research reasons for discolored/bad tasting water.

Ability to:

Work very well with the Public, peers, and the billing department, effectively troubleshoot plumbing problems, rebuild meters, identify hazards.

Relay accurate information to the public, identify and control safety concerns, identify and control potential property damage, determine responsibility for concern, provide pertinent information to the responsible supervisor.

Be available after hours for standby, or emergencies to assist maintenance crews in repairs as needed.

Skill in:

Verbal and written communication skills, be able to prioritize workload effectively, and be able to resolve a variety of concerns in a responsible manner.

QUALIFYING EDUCATION AND EXPERIENCE (Minimum Requirements)

Any combination of education and experience equivalent to a High school diploma or G.E.D. and Two years experience in water systems, meters, billing, and customer relations, storm/sewer systems, street maintenance, traffic maintenance; two years experience in customer relations.

Special Requirements

Commercial driver's license; first-aid/CPR training; flagger certification; confined space training; cross connection certification; backflow assembly tester certification; water operator certification; wastewater collection certification

PHYSICAL REQUIREMENTS

Drive, bend over, kneel, work with hands, climb ladders, ability to lift over 100 lbs. work in awkward positions, inclement weather, communicate effectively, type, work overtime as needed.

WORKING CONDITIONS

90% outside / 10% inside.

LEGAL and REGULATORY EMPLOYMENT CONDITIONS

Fair Labor Standards Act: The classification is non-exempt under the laws of fair Labor Standards Act minimum wage and overtime provisions.

Representation: The classification is included in the bargaining unit pursuant to the Recognition Article of the current labor agreement between the City of Bremerton and the Teamsters Local 589.

Civil Service: The classification is included in the City's Civil Service System.

Appointment and Removal Authority: The position is filled by appointment by the Department Head. Removal is by action of the Department Head in conformance with Civil Service Rules.

This classification specification does not constitute an employment agreement between the City and employee. It is subject to change by the City, with approval by the Civil Service Commission, as the needs of the City and requirements change.