



JOB ANNOUNCEMENT



CUSTOMER SERVICE FIELD REPRESENTATIVE I DEPARTMENT OF WATER RESOURCES

Posting Date:	January 31, 2017	Job Code:	413-4975
Closing Date:	Open Until Filled	Grade:	0015 – Non-Exempt
Pay Range:	Hourly: \$12.54- \$19.44 Annual: \$26,083- \$40,435	Work Status:	Full Time

This position is classified as safety-sensitive. Incumbent will be subject to random drug/alcohol testing.

JOB SUMMARY

Performs meter service work in support of the Customer Service Department, including investigation of customer meter complaints, replacement of inoperative meters, new service turn-on's, and service disconnects. Responsible for documentation and timeliness of work performed and the accuracy of information submitted on meter serial numbers, meter register numbers, service addresses, locations, routes, sequence, and readings. Assists Customer Service in collection of delinquent accounts by disconnecting service, locking and pulling meter, reporting cases of meter tampering, and reinstating service upon payment. Position is subject to recall after hours.

MAJOR JOB RESPONSIBILITIES

Picks up service orders; reviews for correctness and completeness; performs service work required; documents work performed; submits paperwork for data entry.

Performs disconnects for non-payment each week; coordinates assignments with work group; identifies and reports cases of meter tampering; locks or pulls meters as required; reinstates service when required; assists customer with questions or complaints; responds to after-hours calls resulting from disconnects; provides support to City Marshall regarding prosecutors for tampering.

Assigns new customers a sequence number and an existing route.

Assists Customer Service Field Representative II in performing investigative work to determine the location of meters; paints and flags meters to assist meter readers in locating meters; assists Customer Service in meter issues related to database accuracy and completeness.

May read meters at the major manufacturing plants and industries.

Performs final bill disconnects; records all work completed and informs the billing department; assists office personnel with record accuracy.

Replaces old or defective meters, reports final readings to billing; repairs any leaks in the meter box, locks vacant accounts. Advises other departments of major repairs or meter relocations needed.

Responsible for the safe operation of assigned City vehicle; notifies supervisor of maintenance requirements; assures all necessary tools and equipment is accounted for on the vehicle each day.

Follows City policies and Ordinances in the completion of duties.

Performs other related duties as required.

Employee is subject to recall to duty in cases of emergency.

MINIMUM QUALIFICATIONS REQUIRED

Education and Experience:

High School diploma or G.E.D.

One year experience in meter reading.

Any combination or equivalent of experience or education stated above.

Licenses and Certifications:

Valid Class C Drivers License and a satisfactory Motor Vehicle Record (MVR).

Knowledge, Skills, and Abilities:

Knowledge of the equipment, tools, methods, and materials used in meter reading and the methods and practices of application.

Knowledge of departmental policies.

Knowledge of geography and street locations.

Knowledge of plumbing.

Knowledge of vehicle care.

Skill in the use of hand tools.

Ability to understand and follow oral and written instructions and to communicate clearly and effectively, both orally and in writing.

Ability to read and record accurately and legibly.

Ability to work under adverse weather conditions.

Ability to represent the Department of Water Resources in the field.

Ability to deal effectively with the general public and to remain calm in stressful situations.

This position is highly visible. Good public relations creates a positive attitude of the customers towards the department as a whole.

This class specification should not be interpreted as all inclusive. It is intended to identify the major responsibilities and requirements of this job. The incumbents may be required to perform job-related responsibilities and tasks other than those stated in this specification.

❖ THIS IS A FULL TIME POSITION AND ELIGIBLE FOR BENEFITS ❖

Due to Georgia State Law, all applications are subject to public disclosure.

Only candidates to be interviewed will be contacted.

As part of our hiring process, all applicants will be required to undergo a thorough background investigation which includes but is not limited to some or all of the following: contacting past employers, work and personal references, education, criminal history, motor vehicle record, and credit check. The City of Gainesville reserves the right to disqualify any applicant based on information discovered during the background investigation. Standard City of Gainesville hiring practices shall apply to all applicants.



The City of Gainesville is committed to providing equal opportunity in all employment practices, including but not limited to selection, hiring, promotion, transfer, and compensation to all qualified applicants and employees without regard to age, race, color, national origin, gender, religion, disability, military service, or any other category protected by federal, state, or local law.
