Date Adopted: 6/13/06

# CITY OF GLENDORA WATER SERVICE REPRESENTATIVE

Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job.

# **DEFINITION**

Under general supervision, investigates requests for customer service and water billing complaints; turns on new services and shuts off delinquent and closed accounts; performs related duties as required.

# **ESSENTIAL JOB FUNCTIONS**

These functions may not be present in all positions in this class. When a position is to be filled, the essential functions will be noted in the announcement of position availability. Letters in parenthesis at the end of each function statement represent the abilities required to perform that function

- Receives and investigates customer complaints and requests for services; turns water services on and off; responds to inquiries related to water quality such as odor or color; performs emergency turn-ons or responds to "no water" complaints. (a b c d e g h i j l m p q)
- 2. Contacts customers regarding high bills and field test meters as requested by billing office, monitors compliance of cross connection program; performs quality control checks on meter reads; checks on customer complaints regarding water pressures and flow; performs leak test to ascertain apparent leakage in customer lines; informs customer of test results; notifies customers when service is to be shut off due to unpaid bills; tactfully responds to citizen inquiries. (a b c d e f g h i j l m p q)
- 3. May read water meters; records readings and makes necessary calculations; checks to determine consistency of meter readings and reports unusual readings to the supervisor; monitors hydrant use; replaces water meters and meter boxes; may perform minor repairs to water meters. (a b c d e f g h j k l m n o p q)

# **REQUISITE ABILITIES**

The following generally describes the abilities required to enter the job and/or be learned within a short period of time in order to successfully perform the assigned duties.

- a. Communicate clearly and concisely, both orally and in writing.
- b. Investigate and determine reasons for unusual water consumption, low water pressure, and other service problems.
- c. Establish and maintain effective relationships with the community at large.
- d. Understand and carry out written and oral directions.

- e. Work independently.
- f. Perform a variety of clerical duties.
- g. Follow safe work practices and work safely.
- h. Work outdoors in all types of weather.
- i. Respond to emergency and problem situations in an effective manner.
- j. Locate and repair minor water service defects.
- k. Read meters; operate meter reading and testing equipment.
- I. Read, calculate, and record figures accurately; keep records.
- m. Explain City water service policies, regulations and requirements.
- n. Follow an assigned meter reading route in a prescribed time period.
- o. Ability to lift 10 20 pounds several times a day.
- p. Ability to stand, kneel, bend, twist and stoop during the course of work.
- q. Safely operate vehicles, including forklifts and loaders.

#### MARGINAL FUNCTIONS

These are position functions which may be changed, deleted or reassigned to accommodate an individual with a disability.

# **QUALIFICATIONS GUIDELINES**

Education and/or Experience Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Graduation from high school or equivalent and two years of experience in the installation, maintenance and repair of water distribution services.

### Knowledge and Skill Levels

Considerable knowledge of geography and street layout in the City of Glendora; city policies and procedures related to utility billing and consumer services; common causes and remedies for consumption problems; modern office practices. Skill in the operation of a computer.

# **Special Requirements**

Possession of or ability to obtain a Class C California driver's license and a satisfactory driving record.

Possession of Grade I Distribution certificate issued by the Department of Health Services is desirable.

# PHYSICAL DEMANDS AND WORKING ENVIRONMENT

The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.

<u>Environment:</u> Work is performed in indoor and outdoor environments, with travel from site to site, some exposure to noise, dust, grease, smoke, fumes, gases, vehicle traffic, and inclement weather conditions, working and/or walking on various types of surfaces including slippery or uneven surfaces and rough terrain; regular interaction with City staff, general public and other organizations; occasionally dealing with dissatisfied individuals.

<u>Physical:</u> Primary functions require sufficient physical ability and mobility to work in an office and field environment; to walk, stand, and sit for prolonged periods of time; to frequently stoop, bend, kneel, crouch, crawl, climb, reach, twist, grasp, and make repetitive hand movement in the performance of daily duties; to lift, carry, push, and/or pull moderate to heavy amounts of weight; to operate assigned equipment and vehicles; and to verbally communicate to exchange information.

<u>Vision:</u> See in the normal visual range with or without correction.

<u>Hearing:</u> Hear in the normal audio range with or without correction.

Revised by Johnson & Associates LLC June, 2006