

JOB DESCRIPTION

TITLE: FIELD REPRESENTATIVE

DATE: March 2015

DEPARTMENT: SERVICE

SRN: A-24

SECTION: Meter Readers

REPORTING RELATIONSHIP:

Reports to: Meter Reader Manager

Supervises the following positions: Not applicable

DEFINITION: Technical position. Under general supervision, respond to and investigate the more difficult customer service problems. Implement the Automated Meter Read (AMR) system. The person in this position must be an experienced Meter Reader and have developed a proficient knowledge of Water Service functions, Customer Billing, Water Management, policies and procedures. Will substitute for Meter Readers I and II, and III in their absence.

ESSENTIAL FUNCTIONS:

1. Works tactfully and courteously with customers regarding high bill complaints, trim shrubs, and buried meters. Investigates possible causes of consumption problems. Resolves problems in a timely manner. Determines possible adjustments to water bills.
2. Reads meters as assigned. Also substitutes for Meter Reader I, II, and II in their absence which will include reading an assigned route.
3. Assists Meter Reader Manager and Meter Reader Crew Chief in restructuring meter routes and completing reports.
4. Communicates effectively with Meter Readers, customers, and supervisors both verbally and in writing.
5. Provides technical supervision on the more difficult and complex projects including retrofit of non-AMR meters.
6. Participates and assists Meter Reader III's in implementing, monitoring, coordinating, maintaining, and troubleshooting the Automated Meter Reading (AMR) system equipment. Analyzes the AMR system problems and takes prompt corrective action by ensuring that the correct information is programmed in to the AMR reader. Practices good preventive maintenance measures to minimize failures and maintain reliable operation of the AMR drive-by system.
7. Effectively uses test equipment including the portable meter tester and the 4" meter tester for construction meters and meters larger than 2" to obtain GPM and PSI.

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8. Effectively troubleshoots all meters and appurtenances to ensure that they are in proper working order. This includes Positive Displacement (PD), Automated Meter Reading (AMR) Replenishment Assessment Charge wells (RAC) and Construction Meters.
9. Operates assigned equipment, personal computers, and a variety of software and hardware related to the AMR system, data logging, and GIS mapping. Uses a laptop to retrieve data from AMR meters and use that data to answer customer questions regarding water consumption.
10. Establishes and maintains cooperative working relationships with all levels of employees and customers.
11. Loads AMR meters into system and unloads data from utilitcoders.
12. Responds to outside customer, contractor, and internal customer calls about Replenishment Assessment Charge (RAC) well meters.
13. Reviews and assists with incident reports on tampering's.
14. Completes or assists with Weekly Report, Production and Accuracy report.
15. Assist with scheduling and assigning daily work load to Meter Readers 1, 2, and 3.
16. Assist in creating and updating department procedures.
17. Assists Crew Chief and may carry out their job duties in their absence.

MINIMUM QUALIFICATIONS:

License or Certificates: Valid California Operators license issued by the State Department of Motor Vehicles. Department of Motor Vehicles driving record may influence employment or classification.

Water Distribution Operators Certificate, Grade II issued by the State Department of Health, Customer Service Certificate and a Water Efficient Practitioner Grade II are highly desired.

Education: High School diploma or equivalent

Experience: Any combination of training and experience which would likely provide the required knowledge and abilities or four years experience as a Meter Reader III is preferred.

Knowledge of:

- Basic principles of Automated Meter Reading
- Various types of water meters for varying applications

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- Appropriate safety precautions, procedures, practices, and regulations
- Computer programs used in the meter reading department
- Meter reading procedures
- Basic meter repair on fire hydrants
- Basic mathematics
- Local street names, locations, and geography
- Plat books
- Calibration of replenishment wells and construction meters
- District billing cycles and meter reader routes
- Metal detector
- Meter testing equipment
- District regulations, policies, and procedures

Abilities:

- Operate assigned equipment including personal computers and a variety of software
- Follow established policies and guidelines
- Perform work in accordance with safety regulations
- Understand and carry out oral and written instructions
- Communicate effectively with employees, supervisors, public, and maintain cooperative working relationships
- Meets the daily expected number of meters read goal per assigned route
- Follow district safety practices and procedures
- Identify problems or irregularities and take appropriate action
- Use developed customer service skills
- Accurately enter data into handheld computer
- Maintain accurate records and reports

PHYSICAL REQUIREMENTS:

1. Drives a District truck to job sites and uses a two-way radio to communicate with supervisor and Water Service department. Driving: Heavy
2. Works in extreme weather conditions including heat, wind, and rain. May work in areas containing chemicals, dust, exhaust, fumes, insects, snakes and dogs.
3. Repeatedly lifts meter lids weighing approximately 1 to 5 pounds.
4. May be required to work nights and weekends.

See Human Resources for physical assessment form.