CUSTOMER SERVICE FIELD COORDINATOR

DEFINITION

Under general supervision of the Field Services Supervisor, the Customer Service Field Coordinator performs responsible field and administrative work in reading and recording water meter and usage, connecting and disconnecting service, and inspecting, testing, repairing and replacing meters; investigates customer complaints, and performs field service tasks; and performs other related duties as required.

CLASS CHARACTERISTICS

This is a single position class in the Field Services series. The incumbent plans and coordinates the work of Field Service Workers who assist in reading and recording water meter readings. The incumbent performs field service of delinquency and shut off notices in coordination with office staff, identifies and resolves or reports usage problems and leaks, and resolves customer service issues. On an emergency basis or to assist with peak workloads, the incumbent assists in the repair and maintenance of water and sewer facilities and appurtances. Incumbent is subject to being assigned after hour standby duty assignments, and other irregular hours.

This class is distinguished from Field Service Worker in that the incumbent functions more independently, exercises more independent judgment and action and serves as lead worker over Field Service Workers. This class differs from Senior Field Services Worker in that the incumbent of the latter class is a fully licensed equipment operator whose primary function is related to installation and repair of water distribution and sewer collection systems.

SUPERVISION RECEIVED AND EXERCISED

Supervised by:	Field Services Supervisor
Exercises supervision/lead direction over:	Field Services Worker I/II

ESSENTIAL DUTIES (Duties may include, but are not limited to, the following):

Schedules routes and leads a team that locates and reads water meters; records data using automated systems; calculates water use, compares readings to determine unusually high or low readings and rechecks readings.

Checks for inoperative, defaced or bypassed meters; checks for leaks or other indicators of high usage; cleans meter boxes, flushes system, maintains access to meters; identifies secondary water sources and backflow devices.

Turns on and disconnects water service; collects delinquent bills, serves notices of delinquency and turnoff.

Reviews and prioritizes service orders; schedules, investigates repairs and replaces faulty meters; schedules and completes preventative maintenance of meters; tests, adjusts, repairs and reconditions meters; installs new water meters and cross connection devices.

Participates in the selection, training and evaluation of assigned staff.

Installs new or repairs existing water or sewer service mains and service lines; excavates mains with shovel and backhoe; shores excavation sites; sets up traffic control; installs cast-iron and steel pipe; flares and sweats copper pipe; places concrete forms and pours concrete; patches pavement with cement, asphalt, or gravel; maintains and repairs fire hydrants, valve caps, air vacs and valves.

Uses blueprints, pipe locator, leak detector and other electronic test equipment to locate water mains and leaks.

Receives, inspects and stores or returns parts and materials, inventories stores, orders parts and materials; maintains records; prepares reports.

When assigned to standby duty assignment may respond to customer service calls, SCADA computer alarms, and monitor and operate water and wastewater systems.

QUALIFICATIONS

DEMONSTRATED KNOWLEDGE OF AND PERFORMANCE IN THE FOLLOWING AREAS:

- Purposes and safe use of various hand and power tools and equipment employed in basic repair and maintenance work;
- Principles, methods and tools employed in the installation, repair and maintenance of water mains and meters;
- Safe working practices necessary in working with hazardous materials and chemicals, trenches and enclosed areas;
- Basic plumbing and hydraulics;
- Principles and practices of water treatment and disinfect ion;
- Principles and applicable state requirements relative to water treatment plant operations and water distribution systems.

ABILITY TO:

- Plan and organize work;
- Read and record meter readings;
- Compute usage and recognize discrepancies;
- Use basic hand tools to perform minor repair and maintenance tasks;
- Operate a variety of equipment;
- Apply appropriate safety precautions and procedures;
- Diagnose and repair water meters;
- Repair, install and maintain water meters, mains, services and valves;
- Perform basic mathematical computations;
- Understand and carry out oral and written instructions;

- Perform call back work as assigned;
- Establish and maintain cooperative working relationships with employees, supervisors, customers and the public;
- Understand water treatment plant operations and equipment.

PHYSICAL AND SENSORY REQUIREMENTS

- Sufficient strength to perform manual labor such as digging, shoveling, sweeping;
- Sufficient eyesight to read standard text and data on computer terminal screens;
- Ability to speak and hear at normal conversational levels in person and over the telephone;
- Manual dexterity to write legibly and to use hand and power tools;
- Ability to reach, bend stoop or crouch to perform work;
- Ability to lift and carry forty (40) pounds of equipment and/or materials on a regular basis, and one hundred (100) pounds on an occasional basis;
- Ability to operate mechanical equipment and trucks;
- Ability to travel to different sites and locations;
- Exposure to outdoors, including inclement weather and high noise levels;
- Ability to routinely walk and stand on uneven and slippery surfaces.

TRAINING AND EXPERIENCE GUIDELINES

Any combination of training and experience, which demonstrates attainment of the required knowledge and ability to perform the required work (with reasonable accommodation, if needed), typically:

EDUCATION: High school graduation or equivalent is desirable.

EXPERIENCE: Two (2) years experience as a Field Services Worker II or comparable experience in the installation, maintenance and repair of water meters.

CERTIFICATIONS, LICENSES, AND REGISTRATIONS

A valid California Class C Driver's License must be maintained at all times.

Possession of and continued maintenance of a State of California, Department of Health Services Water Treatment Certificate Grade T1 and Water Distribution System Certificate Grade D1.