



CRESCENTA VALLEY WATER DISTRICT CUSTOMER SERVICE FIELD REPRESENTATIVE JOB DESCRIPTION

SUMMARY DESCRIPTION

The Customer Service Field Representative reports to the Customer Service Lead. This is a mid-level position within the District's Customer Service series. This is a field/office position that is responsible for addressing and responding to the needs of the District's customers including responding to consumer complaints, requests for information, and water and wastewater service repairs. The Customer Service Field Representative will help maintain and test water meters and the Automated Metering Infrastructure (AMI) assets and data. When sufficient experience and applicable certifications have been obtained, and an ability to work independently has been demonstrated, an incumbent may be eligible for promotion to this position.

This position serves as the liaison between customers and the Customer Service Department requiring a person who can work creatively, resourcefully, and independently. They will be deliberate about teamwork and professionalism, being flexible and a good listener, and being able to express ideas and exercise good judgement in analyzing situations and making decisions. They will have the strong technical and interpersonal skills and experience necessary to assist in implementing the Strategic Plan goals and objectives of the District, upholding CVWD's values statement, and promoting communication and collaboration across departments. The position may perform other field/office duties as assigned.

REPRESENTATIVE DUTIES

The following duties are typical for this classification. Incumbents may not perform all duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices. The Customer Service & Inspection Field Representative will:

- Communicate with District customers in a professional manner to discuss and resolve problems and concerns regarding water and wastewater service;
- Work with the Customer Service Department on processing Work Orders including requests for turning on or off water service, checking for water leaks, water usage disputes, meter testing requests, water quality complaints, and other Work Order requests as assigned;
- Collect reads for meters not communicating on AMI.
- Retrofit and/or replace meters as part of the meter replacement program, clean in and around meter boxes, perform routine maintenance on meters and associated devices, repair meter leaks and other related repairs, and replace meter boxes and lids;
- Install, test and calibrate new or replacement water meters and ensure they are registering properly on the AMI system;
- Perform leak detection investigations and pressure and flow tests as requested on water services;
- Perform consumption investigations including computer downloads of data from the meter as requested on water services;
- Analyze meter data on SensusAnalytics or WaterSmart portals;
- Perform water quality investigations including sampling and analysis per CVWD's form; coordinate results;

- Perform physical and/or virtual fire hydrant flow tests as requested and assisted by the Engineering Department, accurately complete and maintain corresponding forms;
- Perform testing of water meters in the field and at CVWD's water meter testing bench to ensure water meters are meeting the manufacturer's range of meter accuracy. Provide information to the Customer Service Department and CVWD's customers on results;
- Meet and discuss situations in the field relative to a customer's concern with the appropriate Management and System Operations staff;
- Establish and maintain cooperative working relationships with co-workers, outside agencies, and the public;
- Regular attendance and adherence to prescribed work schedule to perform job responsibilities and operate a District vehicle on a daily basis in a safe and effective manner;
- Represent the District in a professional, positive manner when interacting with the public; and
- Duties and responsibilities carried out with considerable independence within the framework of CVWD's policies.

OTHER DUTIES

- Respond to Underground Service Alerts (USA) to locate CVWD's water and wastewater mains and service laterals as needed;
- Assist field crews in emergency situations when requested by Management;
- Assist with Stand-By duties, when requested by Management;
- Perform general maintenance at the District office and other duties as assigned;
- Assist in developing reports on problems related to completion of construction projects within time and cost requirements;
- Assist with answering customer service phone calls, assisting customers at the front counter, processing payments, processing customer turn-ons and turn-offs, and inputting data into the customer information system;
- Assist with ad-hoc analytical and other reports across departments;
- Prepares a variety of correspondence related to inspection functions; and
- Performs related duties as assigned.

QUALIFICATIONS

The successful candidate will reflect the District's core values as shown in the Strategic Plan. In addition, the following generally describes the knowledge and ability required to enter the job and/or be learned within a reasonable period of time in order to successfully contribute to the District's mission and vision.

Knowledge of:

- The District's water distribution systems and wastewater collection systems;
- General knowledge of water meters, pipelines, water services, valves, fire hydrants, sewer mains, sewer laterals and sewer manholes;
- Principles and methods used in reading, testing, and calibrating water meters;
- Water quality fundamentals and disinfection processes;
- Geography of the District and the location of District facilities;
- Use computer systems and software packages such as Microsoft Office, Excel, Word and Outlook;

- Standard construction specifications, codes, and special standards; methods, materials and equipment used in pipeline construction, structural concrete, finishes and earthwork; and special hazards associated with construction;
- Mathematics as applied to engineering, topography, construction, and design of structures, hydrology, drainage, and irrigation systems; and
- Codes, ordinances, regulations, and specifications pertaining to the work.

Ability to:

- Maintain considerate and professional relationships when working with the public regarding the District's services and handling of complaints;
- Work independently and cooperatively while conducting a variety of activities;
- Keep organized records;
- Perform light manual labor;
- Make arithmetic calculations quickly and accurately;
- Read, interpret, construction plans, specifications, and shop drawings;
- Develop and maintain detailed records and information;
- Effectively represent the District in contacts with the public, other government agencies, contractors, developers, and professional engineering consultants;
- Establish and maintain effective working relationships with contractors, consultant, District and other agency personnel, keep complete and concise records;
- Use computer systems and software packages related to utility billing, AMI, permit application, and project management; and
- Work independently with minimum supervision.

Experience, Education, Licenses: *Any combination equivalent to experience and education that could likely provide the required knowledge and abilities would be considered qualifying. A typical way to obtain the knowledge and abilities would be:*

- Experience: Completion of high school or a G.E.D. Coursework in water or wastewater courses is desirable and/or specialized training in maintenance and construction work.
- One (1) year of experience within any of the following: Field customer service work, meter reading, basic work experience in the installation, maintenance, and repair of water service systems and sewer collections systems at a helper level.
- Driver License: Possession of a valid California Class C Driver License may be required at the time of appointment. Failure to obtain or maintain such required license(s) may be cause for disciplinary action. Individuals who do not meet this requirement due to a physical disability will be considered for accommodation on a case-by-case basis. Possession and proof of a driving record free of multiple or serious traffic violations or accidents for two (2) consecutive years
- State Resources Control Board, Division of Drinking Water - Water Treatment and Water Distribution Operators Certificates: Possession of Water Distribution Certificate – D1 and obtain a level D2 no later than one (1) year from hire.

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.

- **Environment:**
 - Exposure to the sun: 50% to 100% work time spent outside a building and exposed to the sun;
 - Work above floor level: Some work done on ladders or other surfaces from 4 to 12 feet above the ground;
 - High temp: Considerable work time in hard manual labor in temperatures between 80-100 degrees;
 - Humidity: Work in areas with unusually high humidity;
 - Wetness: More than 10% of the work time getting part or all of the body and/or clothing wet;
 - Noise: Occasionally there are unusually loud sounds;
 - Slippery surfaces: Occasional work on unusually slippery surfaces;
 - Oil: Some parts of the body come in contact with oil or grease occasionally;
 - Dust: Works in or around areas with minor amounts of dust; and
 - Irregular or extended work hours; ability to change working hours and to work overtime.
- **Physical:**
 - Operates District vehicles and equipment for water system construction and wastewater collection systems, maintenance, and repair work;
 - Must be able to carry, push, pull, reach, and lift equipment and parts weighing up to 50 pounds;
 - Stoops, kneels, crouches, crawls, and climbs during field maintenance and repair work;
 - Works in an environment with exposure to dust, dirt, and significant temperature changes between cold and heat;
 - Communicates orally with District staff in face-to-face, one-to-one settings;
 - Regularly uses a telephone for communication;
 - Regularly uses handheld and other reading and metering devices;
 - Uses office equipment such as computer terminals, copiers, and FAX machines; and
 - Stands and walks for extended time periods.
- **Vision:** See in the normal visual range with or without correction; vision sufficient to read computer screens and printed documents and to operate assigned equipment.
- **Hearing:** Hear in the normal audio range with or without correction.