

## CITY OF GLENDALE

**TITLE:      Lead Water Service Representative      CLASS CODE: 972**

**REPORTS TO: Utilities Supervisor      RANGE: 22**

**DEPARTMENT: Utilities      FLSA: N**

**JOB SPECIFICATION DATE: July 1, 2005   bwg**

### **JOB SUMMARY:**

Provides lead or lead expert supervision in an assigned area of responsibility within the customer service field division of the Utilities Department involving water service turn-ons and turn-offs, meter reading, investigation of water service complaints, high bill complaints, sewer appeal adjustments, meter reading adjustments, illegal usage accounts, readbacks, door tag notifications, meter tests, meter box maintenance and the replacement of water meters.

### **ESSENTIAL FUNCTIONS:**

1. Plans, schedules, trains, assigns work and provides lead supervision to Water Service Representatives.
2. Determines materials needed to complete work assignments; orders tools, parts, materials and equipment and maintains inventory record.
3. Uploads and downloads the computer meter reading equipment using applicable software.
4. Uses computer terminal to access account information and investigate and resolve complaints.
5. Receives and responds to customer telephone calls and visits regarding disputes and concerns over department policies and services.
6. Maintains daily activity logs and prepares weekly reports.
7. Assists the utilities supervisor in verifying that all field payments are accounted and all voided checks are defaced, and proper controls are maintained.
8. Assists water service representatives in reading meters, replacing water meters, maintaining meter boxes, and performing new water turn ons/off.
9. Explains and enforces department policies and procedures and rules and regulations pertaining to employee safety.
10. Assumes duties of utilities supervisor in his/her absence.
11. Collects revenue in the field from delinquent accounts.
12. Interprets and applies laws, ordinances, codes and city policies regarding the billing for city services.
13. Monitors weekly meter reading cycles and deadlines and inspects work of Water Service Representatives.
14. Analyzes customer service problems and takes appropriate action or makes recommendation.
15. Performs investigations to resolves customer complaints relating to staff, high usage, billing rates, sources of flow diversions, and the collection of delinquent accounts and other issues. Assists customers with locating water leaks.

16. Performs water service turn-ons and turn-offs, readbacks and repair and maintains water meters as necessary.
17. Develops new routes from blue prints and quarter-section maps, and enters routes into computer.
18. Verifies monies collected for delinquent accounts and transports funds to the Billing Services Division of the Finance Department
19. Provides assistance to other staff in determining proper sewer and billing for account accuracy and recommends adjustments.
20. Explains billing related questions to customers.
21. Receives and responds to sewage flow billing rate appeals.
22. Notifies customers of billing and sewer appeal process and status.

### **SECONDARY FUNCTIONS:**

23. Cross trains to provide assistance to other staff.
24. Prepares documentation, and appears in court to assist the City Prosecutor in theft of water charges, as necessary.
25. Performs other related duties as assigned.

### **KNOWLEDGE, SKILLS, ABILITIES:**

#### **Knowledge of:**

City codes and procedures, OSHA and EPA regulations concerning water/sewer services.  
Water meter operations and repair.  
Plumbing codes, standards, tools and equipment.

#### **Skill in:**

Using a computer and applicable software.

#### **Ability to:**

Work independently and make firm, clear decisions.  
Deal with the public in general and difficult work situations.  
Learn and enforce city codes and ordinances relevant to water usage.  
Learn the geography of the city.  
Respond to inquiries, complaints and requests, for service in a fair, tactful and firm manner.  
Establish and maintain effective working relationships with customers and coworkers.  
Communicate clearly and concisely, both orally and in writing.  
Plan and supervise the work of subordinates.  
Make mathematical calculations.  
Communicate effectively, verbally and in writing.

**WORKING CONDITIONS:**

Deals with irate and hostile customers in field locations. Exposure to vicious dogs, snakes, insects, traffic hazards. Lifting, walking, bending and standing is required sometimes in confined spaces. Exposure to adverse weather conditions.

**MINIMUM QUALIFICATIONS:**

High school education preferably supplemented by computer course work, and four years experience in customer service field work, including two years experiences in meter reading and water billing services.

Any equivalent combination of training and experience which provides the required knowledge, skills, and abilities is qualifying.

**SPECIAL REQUIREMENTS:**

Applicants will be required to undergo drug testing prior to employment and will be subject to further drug and alcohol testing throughout their period of employment in accordance with the City of Glendale Substance Abuse policy.

Valid Arizona driver's license.

Possession of a State of Arizona Grade 2 Water Distribution Certificate from the Arizona Department of Environmental Quality or the ability to obtain one within one year of appointment.