

FLSA: NON EXEMPT
PAY RANGE: 31
PAY CODE: HOURLY
WC/CODE: 7520

CITY OF WHARTON CUSTOMER SERVICE WORKER

*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

To provide customer service to citizens related to water and sewer services; to work with City Hall; to identify and repair meter equipment problems; and prepare technical reports related to activities performed.

SUPERVISION RECEIVED AND EXERCISED

Receives immediate to general supervision from upper level utilities staff.

Exercises no supervision.

EXAMPLES OF IMPORTANT RESPONSIBILITIES AND DUTIES--*Important responsibilities and duties may include, but are not limited to, the following:*

Essential duties and responsibilities

- . Read residential and commercial water meters using computerized, hand-held meter reading equipment on assigned routes; record readings and make necessary calculations; connect and disconnect water services.
- . Inspect customer plumbing and locate water leaks; notify customers regarding leaks; replace meters.
- . Follow assigned route on foot or in a vehicle to read meters and record readings.
- . Maintain consistency of meter readings; ensure that meters are registering properly; report meter conditions, defects or suspicious observations to supervisor; inspect meters and meter connections for defects, damage and unauthorized connections; report problems to supervisor.

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Essential duties and responsibilities

- . Work with city Hall on re-reads, turn offs, leaks, stop up sewers, and all other work order assigned.
- . Participate in locating water and sewer lines.
- . Perform equipment maintenance activities; participate in activities related to water and wastewater operations.
- . Perform routine water and sewer inspections for work conducted by contractors.
- . Maintain records and logs of all work performed.
- . Able to collect GPS data and operate mapping program.
- . Able to operate GIS software.
- . Coordinate with Public Works Director and Assistant to Public Works Director to improve and maintain City's mapping system.
- . Investigate citizen's complaints and answer citizens questions concerning water meters and service.
- . Type and proofread a wide variety of complex and confidential reports, letters, data, memoranda and statistical charts; type, assemble and distribute reports.
- . Able to operate a computer and be knowledgeable with Microsoft Office.

Other important duties and responsibilities

- . Respond to public inquires in a courteous manner; investigate and respond to complaints from the public; resolve issues in the area of assignment.
- . Conduct light mechanical work on utility plant equipment.
- . Learn to operate and maintain a front end loader/backhoe.
- . Perform a variety of manual tasks for extended periods of time and in unfavorable weather conditions.
- . Perform duties for the utilities office and other duties as assigned.

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QUALIFICATIONS

Knowledge of:

Meter reading operations, services and activities.

Methods and techniques of meter reading.

Geography and street locations within the city.

Operation of hand-held, computerized meter readers.

Safe work and driving practices.

Basic methods and techniques of general construction, maintenance, and repair related to the area of work assigned.

Mathematical skills.

Equipment and tools used in the area of work assigned.

Occupational hazards and standard safety practices.

Operate GPS and GIS systems.

Operate office machines and computer.

Ability to:

Learn the methods and techniques of meter reading.

Learn the geography and street locations of an assigned route.

Learn to operate and maintain a hand-held, computerized meter reader.

Interact tactfully and courteously with the public in answering questions.

Operate a variety of tools, machines and equipment involved in water meter services.

Perform a variety of skilled maintenance, construction and repair work in Water Utilities.

Perform reading meter and working City Hall for extended periods of time and in unfavorable weather conditions.

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Ability to:

Understand and follow oral and written instructions.

Communicate clearly and concisely, both orally and in writing.

Establish and maintain effective working relationships with those contacted in the course of work.

Follow all safety rules and regulations of the Utilities Department.

Ability to:

Maintain physical condition appropriate to the performance of assigned duties and responsibilities which may include the following:

- *walking, standing, bending or crouching for extended periods of time*
- *operating assigned equipment and vehicles.*

Maintain effective audio-visual discrimination and perception needed for:

- *making observations*
- *communicating with others*
- *operating assigned equipment and vehicles.*

Experience and Training Guidelines

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience:

Water meter reading and field maintenance work experience is desirable.

Training:

Equivalent to the completion of the twelfth grade supplemented by specialized training in water utilities or a related field.

License or Certificate

Possession of, or ability to obtain, an appropriate, valid driver's license.

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WORKING CONDITIONS

Environmental Conditions:

Travel from site to site; field and/or water or wastewater treatment plant environment; exposure to noise, dust, grease, smoke, fumes, gases, and inclement weather conditions.

Physical Conditions:

Essential and marginal functions may require maintaining physical condition necessary for walking, standing, bending or crouching for prolonged periods of time; operating motorized equipment and vehicles.