

City of Fort Worth, Texas Job Description

Classification Title	Senior Field Services Representative		
Job Code:	ST5300	Job Family:	Service Trades
Pay Grade	507	Date Reviewed:	07/14/15
FLSA Status	Nonexempt	Date Revised:	

GENERAL SUMMARY

Responds to residential, industrial and large-scale commercial water customer complaints and inquiries regarding water services or city-owned properties for billing issues concerning water and irrigation usage.

ESSENTIAL DUTIES & RESPONSIBILITIES

The intent of this job description is to provide a representative summary of the major duties and responsibilities performed by incumbents of this job. Incumbents may be requested to perform job-related tasks other than those specifically presented in this description.

1. Responds to residential, industrial and large-scale commercial customer complaints and inquiries regarding water services including water leaks, meter malfunctions and various other issues.
2. Operates and maintains various City vehicles in a safe and appropriate manner.
3. Assists with training employees on proper policies and procedures.
4. Performs other related duties as required.
5. Adheres to assigned work schedule as outlined in the Department and City attendance policies and procedures; ensures all behaviors comply with the City's Personnel Rules and Regulations.

When assigned to Meter Services:

1. Turns water service on or off as required; leaves notices with residents for new or discontinued service. Locks water service for delinquent accounts.
2. Schedules and performs detail customer investigations.
3. Researches accounts and works with other departments to resolve customer issues.
4. Installs new meters in residential areas; cleans in and around meter boxes; performs routine maintenance on meters; and repairs leaks and replaces lids.
5. Reads water meters in assigned area using computerized meter reading equipment; and records readings and makes necessary calculations for service start up and/or accountability.

6. Determines consistency of meter readings; ensures that meters are registering properly; reports to supervisor on meter conditions, defects or suspicious conditions; and verifies misreads or high consumption readings.
7. Is assigned to special projects related to water meters.

When assigned to Water Efficiency:

1. Assists with the implementation of Council approved Water Conservation Program such as the “Smart Flush Program” and the oversight of the 2-day per week watering restrictions, and automates meter reading program initiatives.
2. Investigates city owned services for water leaks; remove water from meter boxes and determine location of leak; repairs leakage area as appropriate; and repairs broken plumbing and curb-stops.
3. Reports watering violations. Educates customer on water restrictions and ordinance.
4. Performs water audits for irrigation system efficiency and compliance with water restrictions and high water bills.
5. Uses AMI system to research water usage and when usage occurred.
6. Assists with training employees on proper policies and procedures.

KNOWLEDGE, SKILLS & ABILITIES

- **Knowledge of:**
 - Operational characteristics of water meters.
 - Principles and practices of water meter repair.
 - Basic water meter installation procedures.
 - Methods and techniques of meter reading.
 - Principles and practices of safe money handling activities.
 - Occupational hazards and standard safety practices.
- **Skill in:**
 - Planning and prioritizing.
 - Observation and decision-making.
 - Organization and time management.
- **Ability to:**
 - Communicate clearly and effectively, both orally and in writing.
 - Investigate, locate, and repair water meter leaks.
 - Identify and repair water meter malfunctions.
 - Install new meters in residential areas.
 - Read a variety of water meters.
 - Deal tactfully and effectively with water customers.
 - Respond to requests and inquiries from the public.
 - Work independently in the absence of supervision.
 - Understand and follow written and oral instructions.
 - Work independently in the absence of supervision.

MINIMUM JOB REQUIREMENTS

High school diploma/GED and three years of increasingly responsible water meter repair, installation, or reading experience.

OTHER REQUIREMENTS

Valid Texas driver's license.

When assigned to Meter Services:

Class "C" Water License from the State of Texas within one year of employment.

When assigned to Water Efficiency:

Possession of or ability to obtain, a Customer Service Inspector (CSI) License from the State of Texas within one year of employment.

Possession of, or ability to obtain, a Class "C" Water License from the State of Texas within two years of employment.

WORKING CONDITIONS

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Depending on assignment, positions in this class typically require touching, talking, hearing, seeing, grasping, standing, stooping, kneeling, crouching, reaching, walking, repetitive motions, climbing, balancing, pushing, pulling and lifting; depending on assignment. Incumbents may be exposed to moving mechanical parts, odors, dusts, poor ventilation, chemicals, oils, extreme temperatures, inadequate lighting, intense noises, gases and workspace restrictions.

PHYSICAL DEMANDS

The physical demands described here 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 functions.

Medium work – Depending on assignment, positions in this class typically exert up to 50 pounds of force occasionally, up to 20 pounds of force frequently, and/or up to 20 pounds of force constantly having to move objects.