

City of Dunedin, Florida
Class Description

JOB TITLE: Field Service Representative
Water Distribution
Water Division
Public Works and Utilities Department

GENERAL STATEMENT OF JOB

Under general supervision, provides customer service for the water and utility billing divisions, reads water meters utilizing an auto read system, creates leak reports, investigates discrepancies and anomalies, uploads and downloads readings into the billing system and executes work orders for utility billing. Performs related work as required.

SPECIFIC DUTIES AND RESPONSIBILITIES

ESSENTIAL JOB FUNCTIONS

The duties recorded below are representative of the duties of the class and are not intended to cover all the duties performed by incumbents(s) of any particular position.

Creates meter profiles to determine leaks; creates leak reports as needed.

Executes work orders for utility billing.

Provides customer service for the water and utility billing divisions.

Uploads and downloads readings into the billing system.

Reads water meters for the auto read system,

Turns off and on meters for nonpayment, dormant status, and status changes.

Keeps notes and logs on daily work orders.

ADDITIONAL JOB FUNCTIONS

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Performs routine office work as required, including but not limited to attending meetings, answering the telephone, copying and filing documents, etc.

Performs other related work as required.

MINIMUM TRAINING AND EXPERIENCE

Requires a high school diploma or GED equivalent, supplemented by six months of related billing, meter, or distribution system experience.

An equivalent combination of training and experience which provides the required skills, knowledge and abilities may be considered.

Requires a class E (State of Florida) Driver License

Computer aptitude and general office suite software skills. Naviline experience preferred.

PERFORMANCE INDICATORS

Knowledge of Job: Has thorough knowledge of the methods, policies, and procedures of the Public Works and Utilities Department as they pertain to the performance of duties of the Field Service Representative. Has knowledge of the functions and interrelationships of the City and other governmental agencies. Has knowledge of the laws, ordinances, standards and regulations pertaining to the specific duties and responsibilities of the position. Has knowledge of relevant state laws and local ordinances governing department operations. Has knowledge of County, City and Department policies and procedures, including purchasing procedures. Has the ability to learn and utilize new skills and information to improve job performance and efficiency. Has the ability to work under stressful conditions as required. Is able to work effectively despite frequent interruptions. Has the ability to speak and understand the English language.

PERFORMANCE APTITUDES

Data Utilization: Requires the ability to calculate, compute, summate and/or tabulate data and/or information. Includes the ability to perform subsequent actions in relation to these computational operations. Has the ability to prepare and maintain accurate and complete records. Has the ability to assemble and

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analyze information and make written reports and records in a concise, clear and effective manner.

Human Interaction: Requires the ability to provide guidance, assistance and/or interpretation to others on how to apply procedures and standards to specific situations. Is able to maintain effective relationships with personnel in other departments, external professionals, vendors and business owners. Is able to offer assistance to co-workers and employees of other departments as required. Has the ability to deal tactfully and courteously with the general public in adjusting complaints.. Has excellent clerical, organizational, data processing, and interpersonal skills.

Equipment, Machinery, Tools and Materials Utilization: Requires the ability to use, operate and/or handle equipment such as a computer, handheld electronics, copier, calculator, and telephone.

Verbal Aptitude: Requires the ability to use a variety of reference and descriptive data and information. Has the ability to communicate effectively orally and in writing.

Mathematical Aptitude: Requires the ability to perform addition, subtraction, multiplication and division; calculate decimals and percentages; may require ability to utilize principles of fractions and/or to interpret graphs. Is skilled in the principles and practices of accounting and bookkeeping.

Functional Reasoning: Requires the ability to apply principles of rational systems. Ability to interpret instructions furnished in written, oral, diagrammatic or schedule form. Ability to exercise independent judgment to adopt or modify methods and standards to meet variations in assigned objectives. Is able to comprehend, interpret, and apply regulations, procedures, and related information.

Situational Reasoning: Requires the ability to exercise the judgment, decisiveness and creativity required in situations involving evaluation of information against measurable or verifiable criteria. Has the ability to take initiative to complete the duties of the position without the need of direct supervision. Has the ability to plan, organize, and prioritize daily assignments and work activities.

ADA COMPLIANCE

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Physical Requirements: Must be physically able to operate a variety of automated office machines and equipment, which includes a computer, printer, telephone system, copier, etc. Must be able to exert up to ten pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull, or otherwise move objects. Includes sedentary work and also includes walking, standing, or driving for extended periods of time. Must be able to lift and/or carry weights of up to twenty pounds.

Sensory Requirements: Some tasks require visual and auditory perception and discrimination as well as oral communications ability.

Environmental factors: Tasks are regularly performed without exposure to adverse environmental conditions. Tasks may require extensive VDT exposure.

The City of Dunedin is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the employer will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.



Director of Public Works & Utilities / City Engineer

1/21/16
Date