

# **SAN BERNARDINO MUNICIPAL WATER DEPARTMENT CLASSIFICATION SPECIFICATION**

**TITLE: FIELD AND METER SERVICES LEAD WORKER**

**DATE: 8/14/2018**

**JOB CODE: 21744**

**FLSA STATUS: NON-EXEMPT**

**UNIT REPRESENTATION: GEN**

*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.*

## **DUTIES SUMMARY**

Under general supervision or direction to lead, guide, train, instruct, correct, and participate in/perform fully the work of assigned staff in a variety of skilled, semi-skilled, and unskilled duties related to Field and Meter Services and Meter Reading; personally respond to, perform, and resolve the more complex meter reading and billing related issues; investigate and resolve customer problems and complaints; assist in the supervision of Field Service personnel and Meter Readers; ensure the accurate and timely completion of work and service orders and meter reading activities; and perform related work as required.

## **DISTINGUISHING CHARACTERISTICS**

Field and Meter Services Lead Worker is distinguished from the Field and Meter Services Representative II in that the former serves as the working lead in the section. Incumbents routinely assign specific tasks to subordinate staff and perform the more difficult work of the section. The Lead Worker interfaces with the Field and Meter Services Supervisor on a more routine basis regarding Field and Meter Services work and staff assignments. The Lead Worker also provides significant input for the Field and Meter Services Supervisor regarding performance evaluations for Field Service and Meter Services staff, and reports any issues of poor or negligent performance to the Supervisor. Incumbents are expected to use sound and independent judgment in carrying out job assignments, and may serve in the absence of the Field and Meter Services Supervisor.

## **EXAMPLES OF DUTIES**

*The following duties are typical essential duties for positions in this classification. Any single position may not perform all of these duties and/or may perform similar related duties not listed here:*

- Provide courteous and expeditious customer service to the general public and City and Department staff;
- Routinely adhere to and maintain a positive attitude toward City and Department goals;

- Participate, oversee, lead, direct, train, guide, check, monitor, inspect, assign, and report on (collectively referred to as "lead") the work of a crew engaged in the performance of skilled, semi-skilled, and unskilled work in the execution of Field and Meter Services and meter reading duties;
- Investigate and resolve problems and complaints, such as excessive consumption, possible incorrect readings, and needed repairs; locate and verify skip reads;
- Assist in the evaluation and determination of appropriate responses; notify customers (as directed by supervision or management) of problems and the Department's responsibility to perform necessary actions;
- Coordinate and check the completion of service and work orders; transmit service and work orders to appropriate section for follow up or completion as necessary; investigate and determine proper amounts and codes for water and sewer charges;
- Assist the Field and Meter Services Supervisory in the preparation, evaluation, and revision of the monthly meter reading routes and activities, including preparation of necessary reports;
- Inform customers of results of excessive consumption investigations; communicate with customers about overdue notices, non-payments, and complaints;
- Inspect and report services for leaks;
- Replace damaged vault tops;
- Schedule, monitor, and supervise daily turnoffs, turn-ons, lock-offs, and unlocks; replace damaged or missing vault tops;
- Assist in the training, scheduling, and safety of Field Service personnel and Meter Readers;
- Ensure staff adherence to Department policies and procedures;
- Assist the Field and Meter Services Supervisor with the preparation of performance evaluations;
- Assist the Field and Meter Services Supervisor with accomplishment of section goals, objectives, and budget;
- Enter data onto computerized maintenance programs or databases or perform other basic computer based functions;
- Download, distribute, and upload daily meter reading assignments to meter reading staff using mainframe, desktop PC, and handheld meter reading system;
- Prepare accurate reports and keep a variety of records, including daily route records, work orders, safety work sheets, equipment and vehicle usage logs, and other related documents;
- Diagnose and correct meter reading system malfunctions;
- Utilize meter reading and utility billing software and handheld devices, including tablets or smartphones, to perform duties as necessary;
- Ensure Department vehicles assigned to staff are routinely inspected for proper maintenance and safety;

- Provide confidentiality, support, and positive attitude necessary to meet all Department goals and maintain employee morale;
- Act in the absence of supervisor;
- Perform other duties and responsibilities as assigned.

## **QUALIFICATIONS**

*Any combination of education, training, and experience that would likely provide the knowledge, skills, and abilities to successfully perform in the position is qualifying. A typical combination includes:*

### **Knowledge of:**

- Installation, removal and repair of meters, locks and devices;
- Techniques used in the conduct of meter reading and field service operations;
- Techniques used in conducting investigations of customer complaints;
- Department policy regarding requirements for service and payment policies;
- Moderately complex record keeping procedures;
- Geographical layout of City streets and addresses;
- Fundamental principles of public relations and basic public relations techniques;
- Effective leadership methods and problem solving skills;
- Appropriate safety precautions and procedures, occupational hazards, safety policies, and safe work practices relative to the assigned work;
- Fundamental knowledge of the meter reading software.

### **Ability to:**

- Oversee, lead, direct, train, guide, check, monitor, inspect, assign, and report on the work performed by Field and Meter Services and Meter Reading staff;
- Communicate effectively with customers;
- Read meters accurately;
- Determine condition of water meters;
- **Exercise sound judgement to resolve service and meter reading problems;**
- Read and write at a level sufficient for job success;
- Acquire and maintain a valid California State Water Resources Control Board (SWRCB)W Water Distribution Operator Grade 1 certification within 3 years;

- Complete continuing education contact hours required for SWRCB Water Distribution Operator Grade 1 certification;
- Plan and schedule work assignments, set priorities for and train subordinates;
- Read, understand, and apply moderately complex materials;
- Prepare reports and maintain accurate records;
- Make simple arithmetic calculations with speed and accuracy;
- Work in the field in varying weather conditions;
- Communicate effectively, both orally and in writing;
- Effectively convey oral and written directives from superiors to subordinates;
- Establish and maintain effective working relationships with City and Department staff, the public, and other encountered in the course of work; exercise patience, tact, diplomacy, and courtesy in dealing with the public and employees.
- Operate a computer and common office equipment/software;
- Operate handheld meter reading equipment including tablets or cell phones;
- Operate a vehicle observing legal and defensive driving practices;
- Recommend changes to improve the safety, efficiency, or effectiveness of system operations and equipment;
- Maintain a driving record that meets vehicle code standards and is acceptable to the Department and its insurance carrier;
- Understand and carry out oral and written instructions;
- Work under moderate to high stress conditions.

## **MINIMUM QUALIFICATIONS**

**Education:** Graduation from high school or equivalent.

**Experience:** Two (2) years of experience in meter reading, customer service, or collection work with a utility organization **or** eighteen (18) months as either a Meter Reader II or Field Services Representative II with the City of San Bernardino Municipal Water Department.

## **NECESSARY SPECIAL REQUIREMENTS**

Possession of a valid Class "C" California Driver's License is required. Note: For out of state applicants, a valid driver's license is required and a valid Class "C" California Driver's License is required within ten (10) days of appointment (Vehicle Code 12505a).

A valid California State Water Resources Control Board (SWRCB) Water Distribution Operator Grade I certification is required within three (3) years of appointment.

## **PHYSICAL TASKS AND ENVIRONMENTAL CONDITIONS**

Work is primarily performed in a field environment that is frequently loud and prolonged, in a variety of environmental and extreme weather conditions (both indoors and out), and in or near street traffic with significant exposure to hazardous drivers. Incumbents are exposed to wet and/or humid conditions, heavy vibration, and in precarious places. Incumbents frequently work on slippery or uneven surfaces and work occasionally involves exposure to potential physical harm, infectious disease and hazardous chemicals, fumes, airborne particles, dirt, dust, grease, oil, solvents, and fumes in various states (gaseous, liquid, or solid). Incumbents need to be able to tolerate unpleasant odors, wet conditions, and uncomfortable climate conditions. Incumbents are regularly required to sit, walk, and stand on a variety of surfaces, use hands to finger, handle, feel, or operate objects, tools, and controls, use hands and arms at any height (including above the shoulder), perform repetitive movements of hand and/or wrists and traverse or stand on uneven surfaces. There is frequent need to stand, stoop, bend at the waist, walk, crawl, crouch, climb and perform other similar actions during the course of the workday. Employee accommodations for physical or mental disabilities will be considered on a case-by-case basis.

Incumbents require sufficient mobility to work in a field setting in varying weather conditions, to operate various equipment, regularly lift and/or move in any direction materials and supplies weighing up to 50 pounds and occasionally up to 100 pounds, and to travel to various locations. Must be able to see in the normal visual range with or without correction with both eyes and depth perception with vision sufficient to see colors, adjust focus, read small print, computer screens, phone screens, and other printed documents. Must be able to hear in the normal audio range with or without correction. Employee accommodations for physical or mental disabilities will be considered on a case-by-case basis.

## **CAREER LADDER**

**From:** Field and Meter Services Lead Worker

**To:** Field and Meter Services Supervisor

### **Job Description:**

BOWC Approved:

Rev:

3/20/1984

7/3/2001

8/14/2018

**Testing Standards:** App Review/Supp App Review

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