

NEVADA IRRIGATION DISTRICT

Job Description

Job Title:	Customer Service Technician I/II	Reports To:	Customer Service Administrator
Salary Range:	A55 / A75	Approved by Board of Directors:	07/25/2018
FLSA Status:	Non-exempt	Unit:	Field
<p><i>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.</i></p>			

Definition

To perform a variety of duties related to reading, recording, and repairing of water meters and related equipment; to report water meter related equipment issues and improper use; disconnect and reconnect water service; and to perform other duties as assigned.

Distinguishing Characteristics

Customer Service Technician I: This is the entry level class in the Customer Service Technician series. Positions in this class typically have little or no directly related work experience. The Customer Service Technician I class is distinguished from the II level by the performance of less than the full range of duties assigned to the II level. Incumbents work under immediate supervision while learning job tasks, progressing to general supervision as procedures and processes of assigned area of responsibility are learned.

Customer Service Technician II: This is the journey level class in the Customer Service Technician series and is distinguished from the I level by the assignment of the full range of duties. Employees at this level receive only occasional instruction or assistance as new, unusual or unique situations arise and are fully aware of the operating procedures and policies within the work unit. Positions in this class are flexibly staffed and are normally filled by advancement from the I level.

Supervision Received and Exercised

Customer Service Technician I

Receives immediate supervision from assigned supervisory personnel.

Customer Service Technician II

Receives general supervision from the assigned supervisory personnel.

Essential Function Statements

Essential and other important responsibilities and duties may include, but are not limited to, the following:

1. Read and record water meter usage by scanning electronic readout on assigned route; determine if meters, registers and MXU/endpoints are registering appropriately; investigate and solve minor programming issues and inconsistent meter readings; report meter conditions, defects and suspicious conditions to supervisor.
2. Program electronic meter components.
3. Deliver delinquent and disconnection notices to residential and commercial customers; disconnect and reconnect water service. Turns on/off water service per authorized instructions; shuts and locks services.

4. Receive payments and issue receipts to residential customers; respond to and resolve water meter related questions and issues from customers in accordance with District policies, rules and regulations.
5. Assist with selection of meters for replacement. Install, maintain and repair water meters, registers, endpoints and gate valves. Replace meter boxes and lids.
6. Maintains vegetation clearance around meter boxes and surrounding areas in accordance with District policy.
7. Locate and identify potential areas for new service installations, relocation of existing services; meet with current and future customers to discuss installation and relocation.
8. Draw clear and concise reference maps outlining meter service locations; assist Customer Service Supervisor with arranging new routes and alter existing routes.
9. Investigate complaints regarding water waste; enforce District rules & regulations and recommend fines as appropriate.
10. Locate, identify, and report illegal water service hook ups, improper water usage, and potential cross connections.
11. Record longitude and latitude coordinates of water service. Assist other departments and/or customers with meter location.
12. Assist in various clerical related duties, such as filing work orders and maintain adequate stores of parts, materials and supplies needed to read and repair water meters.
13. Build and maintain positive working relationships with co-workers, other District employees and the public using principles of good customer service.
14. Perform related duties as assigned.

Qualifications

Customer Service Technician I

Knowledge of:

- Common hand tools and use.
- Basic arithmetic.
- Principles and practices of effective customer service.
- Modern office equipment including use of applicable computer applications.

Ability to:

- Learn the general operational characteristics of meter reading equipment.
- Learn to read county parcel maps and District operation maps.
- Learn to identify and make minor repairs on water meter equipment.
- Operate and use modern office equipment including a computer and applicable software.
- Establish and maintain effective working relationships with those contacted in the course of work.
- Communicate clearly and concisely, both orally and in writing.

Responsibility to:

- Obey safe work practices, procedures, and regulations including wearing protective equipment and safety devices.
- Operate equipment in a careful and safe manner.
- Acknowledge the use of safeguards by other employees.
- Report any removal, displacement, damage, destruction, or tampering of safety devices, safeguards, notices or warnings.
- Report any safety risks or hazards to your supervisor or other management personnel.
- Report to your supervisor or other management personnel any work assignment that you feel would require you to perform the work in an unsafe manner.

Customer Service Technician II

In addition to the qualifications for the Customer Service Technician I:

Knowledge of:

- District policies and procedures governing water meters.
- Practices and methods of record keeping.
- Meter reading equipment and repair.

Ability to:

- Maintain accurate records.
- Read county parcel maps and District operation maps.
- Identify and make minor repairs on water meter equipment.
- Make arithmetic calculations.
- Read a variety of water meters.
- Identify irregularities in water meter equipment.

Experience and Education Guidelines

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

Experience:

Customer Service Technician I: One year of mechanical or Customer Service Technician experience is desirable.

Customer Service Technician II: Two years of responsible experience similar to Customer Service Technician I with the Nevada Irrigation District.

Education:

Equivalent to completion of the twelfth grade.

License and Certificate:

Customer Service Technician I: Possession of a valid California driver's license. Possession of a State of California Water Distribution Operators Certificate, Grade 1 (D1) within one year of appointment.

Customer Service Technician II: Possession of a valid California driver's license. Possession of a California Department of Public Health Water Distribution Operators Certificate, Grade 2 (D2).

Working Conditions

Environmental Conditions:

Field environment; travel from site to site; some office environment; exposure to noise, dust, grease, smoke, fumes, gases, inclement weather conditions; work or inspect in confined spaces; work on slippery or uneven surfaces; work in high traffic volume.

Physical Conditions:

Essential functions may require maintaining physical condition necessary to sit while studying or preparing reports; bend, squat, climb, kneel and twist when performing installation/repair of equipment; perform simple and power grasping, pushing, pulling, and fine manipulation; and lift or carry weight of 55 pounds or less.

Mental Conditions:

Essential functions may require maintaining mental condition necessary to know and understand maintenance activities, and observe safety rules; intermittently analyze problem equipment; identify and locate equipment; interpret work orders; remember equipment location; and explain jobs to others; handle conflict.