

**North Marin Water District**

**FIELD SERVICE REPRESENTATIVE**

*This class description is only intended to present a summary of the range of duties and responsibilities associated with the positions. Descriptions **may not include all** duties performed by individuals within the class. In addition, descriptions outline the **minimum qualifications** necessary for entry into the class and do not necessarily convey the qualifications of incumbents within the position.*

**DEFINITION**

Under general supervision, investigates and resolves customer and District reported complaints (except water quality), reads meters, repairs service leaks, performs meter maintenance, collects delinquent bills, makes turn-offs for non-payment and performs other work as required.

**DISTINGUISHING CHARACTERISTICS**

Has general knowledge of plumbing and various functions within individual water systems to advise consumers on water systems problems. The position is responsible for routine maintenance and minor repair of meters, disconnecting and reconnecting accounts, and is familiar with the District service area to respond quickly to emergency calls. Able to read facility maps to locate water services rapidly. Most of the position's services are provided in the field and therefore self-direction, courteous customer service and responsiveness is critical.

**SUPERVISION RECEIVED**

Supervised by the Consumer Services Supervisor.

**ESSENTIAL DUTIES** (include but are not limited to the following)

Performs onsite investigations requested by consumers, office staff or other field personnel when unusual consumption, possible consumer leaks or other water system related problems occur. Removes and replaces stuck meters and registers; repairs leaks at the meter; assists customers in locating system leaks; installs and removes hydrant meters and reports on unauthorized use of water through hydrants. Obtains meter readings for closing accounts, and performs meter reader duties as assigned. Performs "screwdriver maintenance program" for elderly or disabled.

Makes onsite visits to collect on delinquent bills, turns off water service when necessary. Restores water service after payments have been collected. Knowledgeable of distribution system in order to respond to emergency calls. Performs other duties as assigned.

**OTHER DUTIES**

Daily mail pick up at the post office and any other special deliveries as needed. Performs semi-skilled work involving the maintenance of District's buildings, grounds landscaping, and assists with the District's distribution system maintenance and repair involving hydrant and valve operations, service leak detection, meter repair and maintenance, and back flow prevention testing and repair.

Approved	CD
Date	1/25/08

**QUALIFICATIONS** (The following minimum qualifications are necessary for entry in the class)

Education/Experience

Sufficient education and experience to perform the duties of the Field Service Representative. A typical way of obtaining the required qualifications is to possess the equivalent of two years of experience in plumbing and fieldwork involving public contact, and a high school diploma or its equivalent.

Knowledge/Skill/Ability

*Knowledge of:* the areas served by the District; general plumbing and water system maintenance; standard safety precautions and those relative to working in streets and high traffic areas.

*Ability to:* maintain and repair equipment and facilities; operate power and hand tools and equipment in safe and effective manner; rapidly and accurately read and input numerical meter readings into hand held computer; perform mathematical computations quickly and accurately; lift meter lids and other objects in excess of 100 pounds; perform grounds maintenance duties; replace registers and lids and mark locations; deal with consumer complaints; respond to questions and inquiries from the general public in a courteous, effective and appropriate manner; work holidays and overtime and remain available in the event of an emergency; read and decipher maps and directions; make sound judgments in the field with little direct supervision; work independently, follow established guidelines/standards and meet performance indicators as established by the District.

License/Certificate

Possession of a valid Class C California driver's license.

**WORKING CONDITIONS/PHYSICAL REQUIREMENTS**

Position requires standing, walking on level and uneven surfaces, reaching, kneeling, bending, stooping, crawling, squatting, crouching, and grasping in the performance of daily duties. This position is subject to work in all weather conditions while maintaining consistent workload in its major function of investigating and resolving complaints. The position requires both near and far vision while performing location identification, meter reading, and general maintenance activities. Position requires light and heavy lifting, pushing and dragging of objects in excess of 100 pounds, and significant walking sometimes on unimproved or non-existent walking areas. Employees may come in contact with chemicals, sharp and dull objects; domestic and wild animals; and in general may come in contact with a variety of potentially dangerous working situations that require a combination of good judgment, field knowledge of potential problems, problem identification and solutions.

**OTHER REQUIREMENTS**

Per California Government Code, Title 1, Division 4, Chapter 8, Section 3100, "all public employees are hereby declared to be disaster service workers subject to such disaster service activities as may be assigned to them by their superiors or by law."