City of Bellingham
Classification Specification

CLASS TITLE	**Service Representative I**
DEPARTMENT	**Public Works-Operations**
UNION:	**1937**
SG:	**107**
CS:	**Entry**
FLSA:	**Y**
EE04|SOC CODE:	**SM|43-5041**

NATURE OF WORK:

Positions assigned to this classification serve as members of a self-directed work team and perform water meter reading and minor maintenance tasks. Duties involve field and office assignments such as locating and obtaining water utility meter readings, troubleshooting water meter read anomalies and automatic meter reading (AMR) issues, data transfers from computers to handheld equipment and laptops, and performing basic meter maintenance, installation and repair tasks. This position may assist the Service Representative II in responding to customer or Finance Department customer service calls.

DISTINGUISHING CHARACTERISTICS:

The Service Representative I classification is the entry level water utility customer service classification and is distinguished from the Service Representative II by duties that involve routine assignments and limited technical knowledge. Assignments of the Service Representative I classification involve application of established practices to conduct single purpose projects, recurring tasks, minor maintenance and related matters. Work is performed primarily in field locations with limited supervision and involves a wide variety of contacts with water utility commercial, industrial, and residential customers including owners, managers, and residents.

SUPERVISORY RELATIONSHIPS:

Reports to the Water Facilities Maintenance Supervisor or designee. Receives day-to-day work direction from the Service Representative II. Serves as a member of the self-directed work team. Employee works independently under general supervision and the guidance of applicable federal, state and local statutes, regulations, policies, and procedures. As technical skills are gained, independent performance under general supervision is expected with guidance provided for technical problem solving.

ESSENTIAL FUNCTIONS:

1. Locates and obtains water meter readings in accordance with an assigned schedule and route, ensures accuracy of readings, identifies potential meter and meter consumption issues, enters readings, meter conditions, special instructions and no-read reasons for office processing.

2. Performs data transfers from computer, handheld or laptop for water meter read collection. Identifies data transfer issues and assists with problem resolution.

3. Performs minor meter maintenance tasks such as, but not limited to, replacement and/or repair of meter registers, meters, lid replacement, and AMR end point installation.

4. Programs, activates, and deactivates AMR end point antennae, and examines meters and AMR equipment for signs of installation error, operating malfunction or possible customer leaks, and reports findings to Service Representative II or Water Department.

5. Maintains area around the meter and assures meter boxes are clean of dirt and debris.

6. Consults with water utility customers on designated service, billing, and conservation matters to resolve concerns regarding water meter use and misreads; refers matters to other City personnel when appropriate.

ADDITIONAL WORK PERFORMED:

1. May receive training in basic utility billing, customer service and system support functions.

2. Responds to designated customer, Finance Department, or other water utility commercial, industrial, and residential calls as assigned; checks account history; reviews service changes, field checks vacant and pending accounts and other data; initiates customer service communication calls, and plans appropriate visits or other activities.

3. May assist with maintaining records regarding meters, meter readings, read estimates, work orders and water service information in the utility billing and asset and work management systems.

4. May coordinate customer field visits and mail leak notifications and other materials regarding water use.

5. Performs other duties and responsibilities as assigned.

PERFORMANCE REQUIREMENTS (Knowledge, Skills and Abilities)

Knowledge of:

- Word processing and spreadsheet software.
- Geography and street locations of the City of Bellingham.
- Methods, equipment, electronics and materials used in water meter reading and repair.

Skill in:

- Field data collection with high attention to detail and accuracy.
- Computerized database systems, data collection, data entry, and editing for quality control purposes.
- Utilizing a handheld or computerized data collection device.
- Providing customer service.
- Performing repetitive work in the field.
- Independent problem identification and resolution.
- Functioning as an effective member of a self-directed work team and assisting in team planning, review and oversight functions.

Ability to:

- Add, subtract, multiply, divide, and perform basic algebraic calculations.
- Create and disseminate information, forms, letters, reports, and customer correspondence.
- Perform assigned work independently in the field with minimal supervision.
- Effectively work with a diverse group of customers including water utility owners City Staff.
- Ability and willingness to apply safe working procedures to customer service, meter reading, minor maintenance, driving, and other field activities.
- Courteously and tactfully receive and respond to customer service calls.
- Function effectively in an advanced technology environment and contribute to the division's overall mission and goals.
- Ability and willingness to work outdoors in all types of weather.
- Maintain consistent and punctual attendance.
- Ability and willingness to demonstrate the Public Service Competencies of Service Orientation, Results Orientation and Teamwork and Cooperation.
- Physical abilities to perform the essential functions of the job, including:
    - Operate a motor vehicle;
    - Repetitively stoop, bend and transport objects weighing up to 15 lbs. and occasional transport of objects weight up to 50 lbs.;
    - Frequently utilize tools of varying lengths and widths; such as picks, shovels, screw drivers and wrenches;
    - Frequently traversing up to 8 miles a day with regular exposure to all weather conditions for extended periods of time over various terrain throughout the worksite;
    - Occasionally operate a computer and other office machinery such as a keyboard, mouse, phone, and fax machine.

WORKING ENVIRONMENT:

Work is performed primarily outdoors in all weather conditions. Field duties involve extended driving and traversing in all weather conditions throughout the water utilities service area. General safety precautions are taken for extended walking, lifting, or driving in the course of performing field duties. Also performs work in an office including working extensively at a desktop computer.

EXPERIENCE AND TRAINING REQUIREMENTS:

- Six months of customer service and problem resolution experience required.
- One year of experience or training using computer software programs for data entry or recordkeeping required.
- Experience involving basic field maintenance and repair preferred.
- Experience in field data collections, data entry and quality control preferred.
- Experience with Public Works water utility, automated meter reading systems or knowledge of utility billing systems/processes preferred.

NECESSARY SPECIAL REQUIREMENTS:

- Valid Washington State driver's license and good driving record. Candidates must submit a three-year driving abstract prior to hire.
- Complete and maintain continuing education hours as assigned and determined by the Department Manager or designee.
- Employment contingent upon passing a criminal convictions check and child and vulnerable adult abuse records check.

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