City of Bellingham
Classification Specification

CLASS TITLE	**Service Representative II**
DEPARTMENT	**Public Works-Operations**
UNION:	**1937**
SG:	**109**
CS:	**Entry/Promotional**
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 skilled water utility customer service functions and collection, transfer, reporting and analysis of meter and automated read collection information. Monitors multiple automated meter reading (AMR) systems and software applications, analyzes data to perform problem resolution, reviews application performance, and recommends best placement and field application techniques. Resolves customer consumption issues and data and information management issues.

DISTINGUISHING CHARACTERISTICS:

The Service Representative II classification is distinguished from the entry level Service Representative I by its performance of duties that require additional knowledge and skills in analyzing data, processing meter reading routes and maintaining information within multiple software applications. Assignments of Service Representative II classification involve application of specialized knowledge regarding AMR systems and software applications, water utility operations, customer service problem solving, billing, and self-directed work team functions. Provides day to day direction to the Service Representative I.

SUPERVISORY RELATIONSHIPS:

Reports to the Water Facilities Maintenance Supervisor or designee. Serves as an acting member of a self-directed work team. Employees work independently under minimal supervision and the guidance of applicable federal, state and local statutes, regulations, policies, and procedures. May provide technical guidance to the Service Representative I.

ESSENTIAL FUNCTIONS:

1. Maintains accurate records in the utility billing and asset and work management systems regarding meters, meter readings, read estimates, work orders, and water service information. Reviews meter install and exchange work orders to appropriately update records. Creates, recommends and generates preventative maintenance task work orders that support continued meter operation and meter box maintenance.

2. Performs daily audits of meter readings. Diagnoses, trouble-shoots, and resolves meter reading anomalies. Including operation of software related to AMR. Generates AMR system diagnostics and read summaries to conduct analysis of read accuracy and system performance.

3. Verifies meter readings to diagnose meter and AMR malfunctions. Recommends and/or provides meter, register, and AMR repair and replacements. Reports all damaged or tampered items found in the field to the water maintenance staff. Interacts and coordinates with vendors, radio technicians, IT personnel, and water department staff to ensure accurate performance of the meter and AMR system. Recommends AMR placement, tests and validates equipment and software.

4. Provides training and written procedural documentation regarding the installation, programming, trouble shooting and operation of AMR technology, meter reading and route processing functions. Give direction and technical assistance to the Service Representative I and water crews in regards to meter reading and AMR technology.

5. Generates reports and provides analysis of data to determine accuracy of water usage and potential customer leaks. Coordinates customer field visits and sends leak notifications and other materials regarding water use. Informs customers on water conservation matters and provides information on leak detection methods.

6. Prepares statistical reports, graphs, charts, and geographical representation of meter and water service-related information. Provides field verification and detailed drawings of meter and water service locations for GIS mapping.

7. Responds to designated customer, Finance Department, or other water utility commercial, industrial, and residential calls. Reviews account information including history, service changes, exception reports, and other data. Refers or initiates customer service communication calls and plans appropriate visits such as field checks for vacant and pending accounts or other assigned activities.

8. Performs water utility billing and customer service team functions such as job planning, scheduling, coordination, and review activities. Establishes meter reading routes, route reorganizations, and reading schedules to improve work efficiency and meet billing deadlines.

9. Performs all of the Service Representative I duties in order to perform meter readings, re-reads and customer service tasks as needed.

10. Provides day-to-day direction and work assignments to Service Representative I position.

ADDITIONAL WORK PERFORMED:

1. Provides support and direction of technical issues, monitors work efficiencies and deadlines, works with vendors and coordinates AMR system and equipment upgrades and system technical training, as assigned.

2. Participates in the planning process for the development of department goals and objectives.

3. Conducts, attends and participates in a variety of team or departmental meetings. Works with other departments and divisions to enhance productivity and problem resolution.

4. Performs other duties and responsibilities as assigned.

PERFORMANCE REQUIREMENTS (Knowledge, Skills and Abilities)

Knowledge of:

- Public Works water utility and water billing business practices.
- Water meters, water distribution systems, and automated meter reading collection systems.
- Computerized billing systems and asset and work management systems.

Skill in:

- Monitoring multiple computerized database systems, data collection processes, data entry quality controls, editing, generating reports and presentations, and performing analysis.
- Operating and maintaining computerized systems and transaction processes between handhelds or other computerized data collection devices.
- Developing procedure and process documentation, and training other staff.
- Functioning as an effective member of a self-directed work team, providing leadership qualities to other team members, plan, review, and provide oversight and direction to daily team functions.
- Performing a wide variety of customer service problem solving ranging from customer conservation or billing problems to doing routine, repetitive work on a set schedule.
- Independent field data collection, trouble shooting, and problem resolution.

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 with minimal supervision.
- Effectively work with a diverse group of customers including water utility owners, managers, field people, and office workers.
- 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.

- Maintain a current working knowledge of the technical standards and procedures required for water utility meter reading, customer service functions, billings, and related matters.
- 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;
  - Frequently operate a computer and other office machinery such as a keyboard, mouse, phone, and fax machine;
  - Frequently communicate accurate information and ideas with others;
  - Traverse between work sites including outdoor locations, and areas of uneven terrain;
  - Occasionally stoop, bend, and transport weight up to 50 lbs.

WORKING ENVIRONMENT:

Work is performed primarily in an office environment working extensively at a desktop computer. Periodic data collection in the field requires work 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, driving in the course of performing field duties.

EXPERIENCE AND TRAINING REQUIREMENTS:

- Two years of experience or training using multiple computer software programs for data collection, record keeping, data processing, spreadsheets, reporting and data analysis required.
- One year of college or technical training of general education course work toward a degree at an accredited college or university may be substituted for up to one year of experience using multiple computer software programs for data collection, record keeping, data processing, spreadsheets, reporting and data analysis.
- Two years of experience providing direct service to the public required.
- Experience with automated meter reading systems or Public Works water utilities 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.
- Employment contingent upon passing a criminal convictions check and child and vulnerable adult abuse records check.
- Successful completion of continuing education studies, workshops, and other training as identified by the department to keep up on procedures, appropriate methods, and technology.

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REVIEWED BY: _____
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COMMISSION ADOPTION: October 9, 2024