



CITY OF BANNING, CALIFORNIA

Field Services Representative

Job Code: 1325

FLSA ☐ Exempt ☒ Non-Exempt

JOB DEFINITION: Under general supervision of the Customer Services Manager, performs a variety of duties associated with reading electric and water meters accurately and safely and recording usage for billing purposes. Provide customer service in areas of water and electric utilities.

ESSENTIAL FUNCTIONS: *The following duties **ARE NOT** intended to serve as a comprehensive list of all duties performed by all employees in this classification. Shown are duties intended to provide a representative summary of the major duties and responsibilities. Incumbent(s) may not be required to perform all duties listed and may be required to perform additional, position-specific duties.*

REPRESENTATIVE DUTIES: Reads electric and water meters in an assigned area using a handheld reading device; uploads and downloads readings to and from computerized customer service data base and makes necessary calculations for service start up and/or accountability; responds to request for exception re-reads. Installs, or replaces electric meters and ensures they are registering properly; assigns sequencing number for new installations to place in right order on meter reading route. Retrofits and/replaces electric meters as part of meter replacement program; identify and report irregularities and theft of service. Turns electric and water service on and off for customers, both during normal working hours and after hours; on late or non-payment of utility bills. Responds to customer inquiries at home or business, including answering questions regarding electric meter reads; water leaks; water pressure; or high consumption readings to assess utility consumption patterns of customers; operates a City vehicle on a daily basis in a safe and effective manner; inspects installation and operation of electric and water meters at construction sites in absence of construction inspector. Reads electric and water meters and records usage for billing purposes. Connects and disconnects water and electric equipment. Reads meters for proper regulation usage, checks for leaks, theft of service, and credit turn-offs. Installs electric meters and removes electric meters. Researches, resolves and answers customer questions, complaints and billing disputes. Coordinates with customers to schedule field inspections for new installations. Replaces broken lids. Operate City vehicle to work sites. Maintain mechanical tools. Mail delivery and pick up, vehicle maintenance and shop clean up.

Perform other duties as assigned or required.

KNOWLEDGE and SKILLS:

- Knowledge of applicable city, county, state and Federal statutes, rules, regulations, ordinances, codes, administrative orders and other operational guidelines and directives.
- Knowledge of the City's and the Department's policies and procedures.
- Knowledge of water distribution, water production, water metering systems maintenance, repair and installation methods, material and equipment.
- Knowledge of customer service methods and techniques
- Skill in reading, understanding, interpreting and applying relevant city, county, state and Federal statutes, rules, regulations, ordinances, codes, administrative orders, policies and procedures and other operational guidelines and directives.
- Skill in working within deadlines to complete projects and assignments.
- Skill in establishing and maintaining effective working relations with co-workers, staff, vendors, contractors, visitors, the general public and others having business with the City of Banning.
- Skill in operating a personal computer utilizing a variety of software applications.
- Skill in assessing and prioritizing multiple tasks, projects and/or demands.

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MINIMUM QUALIFICATIONS: A high school diploma or GED **AND** one year customer service experience. Possession of, or ability to obtain within 1 year of appointment, a valid D1 Distribution System Operator Certificate issued by the State of California Department of Health Services is desirable.

ADDITIONAL REQUIREMENTS: Must have at the time of application and must maintain a California driver license. May be exposed to extreme weather conditions, potential physical harm, infectious diseases, hazardous chemicals and/or dangerous machinery. May be required to lift and/or carry heavy, bulky supplies, materials, equipment and/or items weighing up to 20 pounds. May be required to work outside the traditional work schedule. May be subject to call out and/or call-back.