DEFINITION
Under supervision from the Meter Reading Supervisor, reads a variety of water meters in an assigned area and records water consumption; turns service on and off as directed; field checks and inspects meters, connections, plumbing fixtures and lines for leaks, damage or unusual situations and performs minor maintenance, as required; contacts customers in-person and by telephone to effect payment on past due accounts; and performs other related work as required.

DISTINGUISHING CHARACTERISTICS
Customer Account Field Representative is a distinct customer services classification. Under general supervision within a framework of established policies and procedures, incumbents spend part of each week reading meters to record water consumption of District customers within an assigned area and the balance of the week effecting the collection of past due accounts and turning off and restoring service as directed. Assignments are given in general terms and are subject to periodic review while in progress and upon completion. There is some latitude for independent judgment and action in well-defined areas of work.

This class is distinguished from the Customer Account Representative I/II classifications by the performance of a variety of customer service duties primarily in a field environment. This class is distinguished from the Meter Reader classification by responsibility to make customer contact to effect payment on past due accounts. This class is further distinguished from the Meter Reading Supervisor which is a supervisory classification responsible for the daily operation of the Meter Reading section of the Customer Services Division.

TYPICAL DUTIES
TYPICAL EXAMPLES OF DUTIES MAY INCLUDE BUT ARE NOT LIMITED TO THE FOLLOWING:

- Reads a variety of water meters in an assigned area and records meter information into a hand-held computer; coordinates download of information into automated system with Customer Account Representatives responsible for billing activities.

- Visits customer premises to connect or disconnect customer service; locates, reads and turns meter on or off as required.

- Field checks and inspects meters, connections, plumbing fixtures and lines for leaks or damage and refers for repair as appropriate; and/or leaves appropriate written notification/alert for customers regarding needed repairs or unusual consumption; and performs minor maintenance such as replacing lids and painting curbs.

- Re-reads meters and investigates possible reasons for complaints of high billing due to increased water consumption or when consumption discrepancies are identified; and recommends appropriate remedial action.
Contacts customers in person and by telephone regarding overdue payment of their water bills, miscellaneous billings, including closing bills, and/or returned checks to effect collection of past due accounts.

Answers customer inquiries and provides information to customers concerning District regulations governing service.

Performs other related work as required.

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

Education and Experience:
High school diploma or equivalent and two (2) years of employment in field or office work which involved payment collection and regular contact with the public, both in person and on the phone to resolve customer service/billing issues and disputes; or four (4) years of employment which required substantial day-to-day interaction with other employees or the public to provide requested services with accurate attention to detail and adherence to procedures or standards.

Knowledge, Skills and Abilities:
Knowledge of: customer service principles and practices; effective and appropriate public contact and telephone techniques; safe work practices and principles; methods and procedures used to read water meters; methods and procedures for inspecting meters and lines; effective operation of a personal computer and other standard office equipment; proper written and spoken English, including spelling, punctuation and grammar; basic business arithmetic.

Skill and Ability to: deal courteously and effectively with other employees and with the public in situations that may be strained; effectively resolve customer disputes primarily in the field; interpret and explain District customer service regulations and requirements to the public; quickly learn and apply policies, rules, regulations and procedures to a variety of work-related situations; understand and carry out written and oral instructions; work independently and make sound judgments within procedural guidelines; perform arithmetic computations with skill and accuracy; learn to read all types of water meters quickly and accurately; learn and effectively operate a personal hand-held recorder to accurately record meter readings; post data accurately on forms; prepare and maintain simple records; read and interpret street and tap maps; prepare clear, concise and accurate reports; skillfully and safely operate manual and automatic transmission vehicles; communicate effectively both orally and in writing; establish and maintain effective working relationships with those contacted in the course of the work; and perform essential duties of the job without causing harm to self or others.

Additional Requirements:
- Must possess a valid California driver’s license and have a satisfactory driving record

Working Conditions/Physical Requirements:
The essential duties of this classification are performed primarily outdoors under various climatic and geographic conditions and require the ability to: use feet and hands to safely and effectively operate a vehicle; repeatedly get in and out of a vehicle; climb, kneel, bend, crouch, crawl
and/or climb to read meters; stand and walk for extended periods of time; clearly see to read meters, identify figures and detect different colors on meter dials and door hangers; hear and communicate verbally with co-workers and customers; maintain body equilibrium while walking standing or crouching on narrow and slippery surfaces or up and down hills; extend hands and arms in any direction; push with upper extremities to exert steady force to thrust objects forward, downward or outward; use upper extremities to exert force to draw, drag, haul or tug objects in sustained motion; use finger dexterity to record meter readings; grasp objects with fingers and palm of hand; sense attributes of objects by touching with skin and particularly fingertips; frequently lift and maneuver up to 20 pound meter covers and occasionally lift and maneuver 55 pound meter covers.

Revised: 07/12

Approved: [Signature]
Human Resources/Risk Manager