



Customer Service Field Inspector

DEFINITION

Under general supervision, performs a variety of standard to difficult field work, service inspections, verifications and customer complaint resolution relating to customer billing; and to do related work as required.

DISTINGUISHING CHARACTERISTICS

This customer service class is primarily assigned to field work which includes driving to multiple service addresses within the District and performing field work, service inspections and verifications relating to customer billing. Incumbents also perform office research and customer service support activities, often in preparation to performing their field functions. Routinely, Customer Service Field Inspectors may be called back to work outside of their normal work schedule as needed, which may include regular days off. This position may also require the need to support Customer Service and Meter Operations duties as needed.

EXAMPLES OF DUTIES

Typical duties may include but are not limited to the following:

- Accurately performs field work, inspections and verifications relating to customer billing, water meter rereads, water meter testing, and field pressure tests;
- Accurately reads several styles of water meters using various methods; manual (pulling meter box lid and reading from the meter display), electronic hand held device or other new and emerging technology;
- Plans driving routes and prioritizes field work throughout the course of the day to ensure high priority items are completed.
- Delivers customer notifications and other correspondence directly to the service address.
- Manually turns water on or off as directed; removes and/or installs water meters;
- Interprets and reads maps, drawings, and sketches to locate services utilizing manual and electronic methods;
- Answers difficult and complex questions both in the office and the field, regarding customer high and low billings, meter leaks, off-service water usage, interconnected services and related problems;

- Researches automated and hard-copy customer account records in the office; uses such information to support investigations and field work;
- Completes a variety of forms and correspondence based on standard formats;
- Drives a motor vehicle in the course of the work;
- Uses a personal computer and/or other hardware with related software to enter, access, update information into the system of record and produce hard copy data;
- Researches customer account problems, evaluates alternatives and recommends or effects solutions, depending upon the level of the problem;
- May perform Meter Reader and Repair Worker I duties as assigned
- Maintains daily records of work performed, time, materials and equipment (manually and electronically);
- Reports the need for replacement or repair or potential hazards such as broken meter box lids;
- Follows applicable safety rules and regulations;
- Uses a variety of tools and field equipment in the course of the work;
- May assist other field staff in responding to water system leaks and other field emergencies.

QUALIFICATIONS FOR EMPLOYMENT

Knowledge of:

- Policies and techniques for dealing with the public, particularly in situations where the customer may be angry both in person and on the phone;
- Basic operation and maintenance of water meters and related connections;
- Field inspection methods and techniques;
- Safety practices and procedures related to field service work;
- Computer applications related to the work; such as mapping and routing software and Microsoft Word, Excel and Outlook
- Office administrative practices and procedures;
- Record keeping principles and practices;
- Correct business English, including spelling, grammar and punctuation;

Ability to:

- Utilize GIS mapping software and location notes to locate water meters in the field.
- Accurately input meter reads into handheld computer device, capture pictures and document notes according to procedures.
- Plan driving routes and prioritize field work.

- Ability to work in a constantly changing environment; handle ad-hoc work assignments and competing priorities while interacting with staff and customers over the phone and in person;
- Effectively learn a variety of computer applications related to the work;
- Interpret, apply and explain policies and procedures related to the District and customer service work;
- Work independently to complete assigned tasks within given time constraints and with minimal supervision.
- Recommends improvements to departmental policies and procedures to improve service effectiveness and staff resource allocation;
- Make accurate arithmetic calculations;
- Maintain accurate customer accounting and office records and files;
- Accurately input customer data into system of record;
- Prepare clear and concise reports, correspondence and other written materials;
- Use initiative and independent judgment within established procedural guidelines;
- Perform basic meter maintenance and repair;
- Establish and maintain effective working relationships with those contacted in the course of the work;
- Deal effectively with the public, in person and over the telephone;
- Multi-task, organize own work, set priorities and meet deadlines;
- Drive a vehicle.

Training and Experience: Any combination equivalent to experience and education that could likely provide the required knowledge and abilities would be qualifying. A typical way to obtain the knowledge and abilities would be:

- Graduation from high school and one year of work experience dealing with the public and maintaining customer accounts or similar records.
- Some demonstrated experience necessary to be successful in mechanical repair and/or plumbing.
- Demonstrated ability to read and record numbers accurately and quickly.
- Demonstrated ability to use tools and electronic equipment, including computers, both in office and field in the course of duty.

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.”
- Willingness to wear prescribed uniform;
- may be required to work irregular hours and on an "on call" basis for emergencies.

LICENSES AND/OR CERTIFICATIONS

- Possession of an appropriate California driver's license issued by the State Department of Motor Vehicles and satisfactory driving record.

PHYSICAL DEMANDS AND WORKING CONDITIONS

During the course of performing job duties the employee will need the mobility to work in a standard office setting, operate equipment, which may include office and/or field equipment, or specialized instruments or tools requiring repetitive arm/hand movement and/or the coordinated movement of more than one limb simultaneously; enter and retrieve data from personal computers and terminals via keyboards which is often performed while sitting for extended periods of time. The employee frequently stands, walks, bends at neck and waists, twists at neck and waist, uses simple and power grasping with both hands, uses fine manipulation of both hands and fingers, and requires use of the arms above the shoulder, climb or balance; stoop, kneel or crouch. While working in the field the employee may walk on uneven or un-level ground surfaces such as hills, slopes, ditches or trenches, on or in tanks, and may work at heights up to ten to twelve feet climbing ladders or stairs. The employee uses upper body, arms and shoulders to turn valves, lift meter lids, dig with shovel to remove dirt and debris from meter box. On a daily basis, the employee is required to lift and carry short distances, objects such as tools or equipment weighing up to 10-25 pounds. This position requires that the employee demonstrate adequate hearing and speech to converse in person and over the telephone, and vision to read printed materials and use a computer screen. In order to drive, individuals must be physically capable of operating the vehicles and equipment safely.

The noise level in the work environment is quiet to moderate noise. The employee is exposed to outdoor temperature, humidity, wetness and dust. The position may require the ability to work overtime and weekends as needed. Routinely, Customer Service Field Inspectors may be called back to work outside of their normal work schedule as needed which may include regular days off.

To be successful in this job, an individual must be able to satisfactorily perform each of the listed duties. These duties are representative of the knowledge, skill and/or ability required for the position. Reasonable accommodations may be made to enable individuals with disabilities to perform the duties and functions of the position. Requests for reasonable accommodation should be directed to the Human Resources Manager.

Established: April 1997

Revised: December 2021

Approved by: Human Resources Manager