



Senior Customer Service Field Inspector

DEFINITION

Under direction, performs difficult technical and administrative support activities related to billing and collections in the field and in the office; performs service inspections, verifications, customer complaint resolution relating to customer billing and collections; may repair, replace and address issues on several styles of water meters to include new and emerging technology; performs other related work as assigned.

DISTINGUISHING CHARACTERISTICS

The Senior Customer Service Field Inspector is the lead level class in the Customer Service Field Inspector series and oversees field investigations for the department. This classification combines fieldwork with the technical administrative support activities related to billing and collections. Incumbents routinely perform office research, account maintenance and special projects related to their functions.

Incumbent is also responsible for planning, assigning, directing, training and reviewing the work of Customer Service Field Inspector staff to ensure consistency of daily operations. This position is distinguished from the Customer Service Field Inspector by the performance of more complex, analytical, and independent tasks and duties.

Routinely, Customer Service Field Inspectors may be required to work outside of their scheduled work hours which may include weekends, holidays and overtime as required and be available for emergencies.

This position may also require the need to support the Meter Operations Department by performing comparable duties during the regular course of business.

EXAMPLES OF DUTIES

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

- Assigns, directs, reviews, and performs the work of Customer Service Field Inspectors as needed; provides technical assistance to customer service field staff;

- Assists in goal planning, procedures and work standards for their area;
- Verifies, inputs, corrects and reports District meter information for several styles of meters (manually and electronically);
- Corrects meter reads for billing;
- Answers difficult and complex questions both in the office and the field, researches customer issues, evaluates alternatives, and recommends or effects solutions;
- Recommends improvements to departmental policies and procedures to improve service effectiveness and staff resource allocation;
- 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, prints and prioritizes work throughout the course of the day to ensure high priority items are completed;
- Prepares and 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;
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- Researches automated and hard-copy customer account records in the office; uses such information to support investigations and field work;
- Prepares a variety of correspondence, periodic or special reports and other written materials;
- Drives a motor vehicle in the course of work;
- Uses a variety of standard office equipment, including a personal computer and/or other hardware with related software to access, enter, update and research information into the system of record and produce hard copy data;
- May perform Meter Reader and Repair Worker I/II duties as assigned;
- Follows applicable safety rules and regulations;
- Uses a variety of tools and field equipment in the course of work;
- Maintain a positive, empathetic, and professional attitude toward customers at all times;
- Performs other related duties and responsibilities as assigned.

QUALIFICATIONS FOR EMPLOYMENT

Knowledge of:

- Policies and techniques for dealing with the public, particularly in situations where the customer may be upset, both in person and on the phone;
- Principles, construction and operation of devices related to water meter operations;
- Methods used in pipe and water facility installation and repairs;
- Basic repairs to plumbing, and hand tools used in the repair and maintenance of pipes and water lines;
- Materials and procedures used in the testing, repair, and replacement of several styles of water meters;
- District meter service records, maps and location records (manual and electronic);
- Techniques used in gathering, retrieving and reporting data;
- Methods and techniques used in the troubleshooting and maintenance of software applications;
- Personal computer software such as spreadsheets and word processing;
- Basic mathematics including fractions and decimal places;
- Basic principles and techniques of customer service, preparing effective written materials and document reproduction;
- Basic delinquent collection methods and techniques;
- Correct business English, including spelling, grammar and punctuation;
- Relevant safety precautions and procedures.

Ability to:

- Utilize integrated computer billing, spreadsheet, and word processing systems;
- Utilize GIS mapping software and location notes to locate water meters in the field;
- Type with sufficient speed and accuracy to enter data and produce standard correspondence;
- Prepare and maintain clear and concise reports, correspondence and other written materials;
- Use initiative and independent judgment within established procedural guidelines;
- Interact positively with the public, in person and over the telephone;
- Perform accurate mathematical calculations;
- Plan, organize, and coordinate his/her own work and the work of others;
- Effectively and tactfully, communicate with those contacted in the course of work including the public; adapting communication style to suit different audiences;
- Understand and carry out written and oral instructions;
- Learn, adapt, support and utilize new and emerging water meter technology;
- Ability to work in a constantly changing environment; handle ad-hoc work assignments and competing priorities;

- Effectively learn a variety of computer applications related to the work;
- Interpret, apply and explain policies and procedures related to the District, billing, collections and customer service work;
- Work independently to complete assigned tasks within given time constraints and with minimal supervision;
- Recommend improvements to departmental policies and procedures to improve service effectiveness and staff resource allocation;
- Perform extensive walking, climbing, bending and stooping in all weather conditions;
- Maintain a positive, empathetic, and professional attitude toward customers at all times.

Training and Experience:

- Graduation from high school and one year of work experience at a level at least equivalent to a Customer Service Field Inspector.

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- Some demonstrated experience necessary to be successful in mechanical repair and/or plumbing;
- Demonstrated ability to read and record numbers accurately and quickly;
- Experience using software and/or computerized technologies to maintain and update customer accounts and system of record;
- Demonstrated ability to use tools and electronic equipment, including computers, both in the office and field in the course of duty.

Licenses and/or Certifications:

- Possess an appropriate California driver's license issued by the State Department of Motor Vehicles and a satisfactory driving record;
- Ability to acquire, possess, and maintain current D1, Distribution Operator's Certificate issued by the State Water Resources Control Board (SWRCB) within one year from start date in position.

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." (Ref: California Government Code, Title 1, Division 4, Chapter 8, Sections 3100 – 3109);
- Willingness to wear prescribed uniform; and
- Work overtime as required.

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: January 2024

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Approved by: Human Resources Manager