



Customer Account Field Technician I/II

Class Code:
203

DEFINITION

Under general 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, meter reading devices, 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 related work as required.

DISTINGUISHING CHARACTERISTICS

Customer Account Field Technician I is the entry level class in the series. Under close supervision, within a framework of established policies and procedures, incumbents learn and perform manual labor requiring a basic degree of manipulative skill and use of independent judgment and initiative. Incumbents learn and perform basic meter reading, meter reading device repair duties, and collection of past due accounts. Assignments are given in specific terms and are subject to frequent review while in progress and upon completion by the Meter Reading Supervisor. There is limited latitude for independent judgment and action in well-defined areas of work.

Customer Account Field Technician II is the experienced, journey level class in the series. 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, turning off and restoring service as directed and AMI device maintenance. As experience and proficiency are gained, assignments become more varied and complex. Assignments are given in general terms and are subject to periodic review while in progress and upon completion by the Meter Reading Supervisor. There is some latitude for independent judgment and action in well-defined areas of work.

This classification is distinguished from the Customer Account Representative I and II classifications by the performance of a variety of customer service duties primarily in a field environment. This classification is distinguished from the Meter Reader classification by responsibility to make customer contact to effect payment on past due accounts. This classification 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.

The Customer Account Field Technician I and II classifications are flexibly staffed. Upon recommendation of the immediate supervisor and approval by the department manager, incumbents in this class may advance to a Customer Account Field Technician II after three (3) years at the first level and with demonstrated proficiency to meet the job requirements of the Customer Account Field Technician II classification.

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, meter reading devices, connections, plumbing fixtures, and lines for leaks or damage and refers for repair as appropriate; leaves appropriate written notification/alert for customers regarding needed repairs or unusual consumption; performs minor maintenance such as replacing meter reading devices, 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; recommends appropriate remedial action.
- Contacts customers in person, by telephone, and email 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.
- Troubleshoot and investigate meter communication issues and replace meter reading devices as needed. Troubleshooting and/or maintaining AMI health.
- 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:

Possession of a high school diploma or its equivalent; and:

Customer Account Field Technician I: six (6) months experience in field or office work which includes payment collection and regular contact with the public, both in person and on the phone to resolve customer service/billing issues and disputes.

Customer Account Field Technician II: three (3) years of full-time experience equivalent to that of a Customer Account Field Technician I within the district.

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; proper written and spoken English, including spelling, punctuation, and grammar; basic business arithmetic; modern office practices, methods, and computer equipment and applications related to the work, including word processing, database, and spreadsheet software.

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; perform essential duties of the job without causing harm to self or others; operate modern office equipment including computer equipment and specialized software applications programs; communicate clearly and concisely, both orally and in writing; establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

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, 11/21, 05/23

Approved: _____
Human Resources/Risk Manager