



CITY OF CHINO

Lead Customer Service Representative

Definition:

Under direct supervision, performs skilled manual labor in the maintenance and installation of water meters and related electronic equipment, routine meter reading and customer service; performs semi-skilled maintenance and repair of water meter appurtenances; installs and removes construction water meters; assists customers and resolve complaints; leads the work of a crew engaged in such work; and performs related work as assigned.

Class Characteristics:

The Lead Customer Service Representative is distinguished from Customer Service Representative by its responsibility to regularly lead a crew in work that provides essential support to billing activities and involves City water systems. He/she is expected to ensure work quality and accuracy, and oversee the maintenance of appropriate records and supplies. Training of less experienced personnel may be assigned. Under direct supervision, the Lead Customer Service Representative is expected to exercise considerable independent judgment in coordinating and monitoring the activities and the work of assigned staff.

Essential Functions:

- Participate in and lead the activities of the Utility Billing field staff engaged in the duties of weekly meter reading, entry of data into automated data collection devices, delivery of delinquency notices, and turning off water for non-payment.
- Respond to routine and non-routine service requests or complaints from customers related to meter leaks and high usage.
- Install meters in new developments per City specifications; maintain and replace meters, meter boxes, and lids; install, read, and remove construction water meters; repair service line fittings and meters in the field; replace meter boxes and lids; clear obstructions from areas surrounding meter boxes; ensure sufficient supplies and tools are available for daily work.
- Report safety or security hazards in all public facilities; report needed maintenance or repair.
- Make specific work assignments to crew members; assist in the preparation of performance evaluations; review time sheets for proper computation; prepare and submit records and reports concerning work performance.
- Assist customers in the office by responding to inquiries and complaints; perform a variety of clerical duties such as completing forms and records, maintaining files, and operating office equipment.
- Ensure work of crew is performed in a safe and efficient manner; train subordinates in semi-skilled operations and safe work methods and practices.
- Obtain price quotations and process purchasing of materials and supplies; maintain records of equipment and spare parts inventory to ensure adequate resource reserve.

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- Participate in the establishment of section goals, objectives, policies and procedures; provide input related to work methods and procedures for improving section performance and meeting goals; ensure that goals are achieved.
- Coordinate with Public Works Department/Water Section staff on the availability of meters, and coordinate the installation of meters in new development with Public Works Inspection staff. Provide accurate information to office staff on serial numbers of newly installed meters.
- Interact with co-workers at all levels in the organization in a collaborative and customer service-oriented manner.
- Maintain prompt and regular attendance.
- Perform all duties within the context of the City's Mission Statement and Organizational Values.

Qualifications:

Any combination of education and experience that provides the required knowledge, skills, and abilities to perform the essential job duties of the position is qualifying. The incumbent will possess the most desirable combination of training, skills, and experience, as demonstrated in his/her past and current employment history. A typical example includes:

Education:

- High School Diploma or G.E.D. (required).
- Completed course work related to metering devices and water systems (desirable).

Experience:

- Three years of experience in meter reading, meter maintenance, and public contact with customers.

Considerable knowledge of:

- Methods, materials, and equipment used in water service construction, maintenance, and repair.
- Lead supervision and training techniques.
- Common tools and equipment used in construction and maintenance work.
- Basic safety precautions and procedures used in construction.
- Equipment and procedures involved in the installation, maintenance, and repair of water meters and connections.

Skill in:

- Operation of a variety of equipment.
- Use of hand and power tools.
- Operation of a personal computer for development of word processing and spreadsheet documents.

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Ability to:

- Work out of doors in all weather conditions on a variety of terrain with exposure to dust, dirt, stinging and biting insects, and hostile dogs.
- Walk long distances and stand for extended periods of time.
- Bend, stoop, and kneel repeatedly.
- Work safely, efficiently, and independently.
- Prepare records and reports and maintain accurate records.
- Communicate orally in person and over the telephone and radio.
- Establish and maintain cooperative working relationships.
- Deal tactfully and courteously with the public, often in difficult or strained circumstances.
- Read gauges and meters accurately.
- Read and interpret maps and plans.
- Understand and apply policies and procedures.
- Lead the work of others engaged in the area of specialization.
- Operate equipment used in work performed.
- Prepare written reports, and prepare and maintain accurate written work records.
- Understand and follow oral and written directions.
- Perform semi-skilled and/or skilled tasks in a variety of construction and maintenance activities.
- Respond to emergency and problem situations in an effective manner.
- Communicate effectively with a variety of personnel.

Special Requirements:

- Possess a California Driver License and a satisfactory driving record.
- Receive satisfactory results from a background investigation, a physical examination, which includes a drug screen, and an administrative review.

Physical Profile:

Category III; 1, 3, 4, 5, 8, 12, 13, 18, 20, 21.

Link to description [here](#)

Employee Unit:

SBPEA (Services)

Revised: 10/25/06

Replacing Lead Customer Service Representative classification specification dated 7/1/05.

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