



CITY OF CHINO

Customer Service Representative

Definition:

Under general supervision, performs a variety of assignments in meter service maintenance, meter reading, and customer service; performs semi-skilled maintenance and repair of water lines; installs and removes construction water meters; performs work in the office such as assisting customers and resolving complaints; and does related work as assigned.

Class Characteristics:

Customer Service Representatives are expected to perform assigned duties independently. Assignments are generally limited in scope, contain fairly routine tasks and are performed within a procedural framework established by the supervisor. Work assignments are given with explicit instructions or are so routine that few, if any, deviations from established practice are made without checking with the supervisor.

Essential Functions:

- Read meters and enter readings into automated data collection device taking care of problems in the field such as meters out of sequence and unlisted meters; re-read meters on edit list and note correct meter reading; distribute door notices.
- Respond to customers' inquiries regarding high bills and field test meters; check on customer complaints regarding water pressure and flow; perform leak test to ascertain apparent leakage in customer lines; inform customer of test results.
- Repair service line fittings such as gate valves, meter connections, angle stops, pipes, and curb stops; repair meters in the field by changing glasses, replacing registers, and rearranging boxes; clean dirt and weeds from meter boxes and trim bushes and trees obstructing meter boxes.
- Install, relocate, read, and disconnect construction water meters; perform service turn-ons and turn-offs.
- Complete necessary forms and reports; maintain necessary supplies, tools, and equipment in City vehicle; inspect and fuel vehicles and perform minor maintenance; report needed repairs.
- 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.
- Inspect new housing tracts for correct installation of water meters; record information on meters to set up new accounts and provide data to office.
- 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.

Customer Service Representative

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. Incumbents will possess the most desirable combination of training, skills, and experience, as demonstrated in their past and current employment history. A typical example includes:

Education:

- High School Diploma or G.E.D. (required).

Experience:

- Two years of general maintenance or construction experience.
- Public contact experience.

Working knowledge of:

- Methods, materials, and equipment used in water service construction, maintenance, and repair.
- Safety precautions and procedures used in construction.
- Common tools and equipment used in construction and maintenance work.

Ability to:

- Work outdoors 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 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 follow oral and written directions.

Special Requirements:

- Possess a valid 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.

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Physical Profile:

Category III - Heavy Physical Effort: This position requires exceptional physical ability associated with prolonged periods of heavy physical labor.

Characteristics: Positions in this category regularly perform heavy physical labor requiring ability to lift, carry, push, pull, and move heavy objects or materials. This category is distinguished from the moderate physical effort category by the greater physical demand for strength and endurance placed on the incumbent. Heavy physical effort is required while performing such tasks as operating heavy equipment, pouring concrete, masonry work, or preparing soil for landscaping. Physical functions may vary from position to position, but usually involve heavy physical exertion.

Position Requirements:

- Moderate Lifting
Lifting 50 pounds maximum with frequent lifting, pushing, and/or carrying of objects weighing up to 25 pounds.
- Climbing
Ascending or descending ladders, ramps, scaffolding, poles and the like; using feet and legs, and/or hands and arms.
- Reaching
Reaching above the shoulders to place and/or retrieve objects.
- Walking
Ability to walk for prolonged periods of time (usually a minimum of two or more hours per day)
- Agility
Ability to move quickly and easily, often including the ability to crawl, stoop or bend.
- Distant Vision, Acceptable for Driving
Not less than 20/40 in each eye with correction or must correct to 20/40 in each eye and wear corrective lenses when driving.
- Temperatures
Works in temperatures sufficiently high or low to cause bodily discomfort.
- Work Environment – Outdoors
Ability to work outdoors in all types of weather conditions.
- Work Environment – Surfaces
Ability to walk on slippery or uneven surfaces.
- Confined Space Entry
Ability to walk in confined spaces using appropriate safety equipment.

Employee Unit:

American Federation of State, County and Municipal Employees (AFSCME) or Part-time/Temporary/Seasonal.

Revised: 08/13/15
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