



City of Watsonville

Job Description

JOB TITLE: Customer Service Technician II

DATE APPROVED:

DEPARTMENT: Public Works and Utilities

SUPERSEDES: N/A

REPORTS TO: Customer Service Manager

SUPERVISION: None

EMPLOYEE UNIT: OE3

FLSA: Non-Exempt

JOB SUMMARY:

To perform a wide variety of duties in relation to customer service, water meter activities, and support for other divisions within the Public Works and Utilities Department. Serve as a first response in investigating non-life threatening emergencies.

DISTINGUISHING CHARACTERISTICS

Employees in this classification receive supervision within a framework of well-defined policies and procedures. The job class supports functions within the Customer Service Division by performing skilled maintenance, small construction tasks related to water; assists with the City's Cross-Connection Program, and administrative support in the field and at times in the office. This job class is the journey level classification in the Customer Service Technician series and requires two (2) years of experience in related areas.

EXAMPLES OF ESSENTIAL DUTIES:

Duties may include, but are not limited to, the following:

- Acts as the City's first responder for non-life threatening emergencies
- Turns water services on and off as needed during the day for new, closing, or delinquent accounts and repairs from the office or the field
- Obtains meter reads for opening/closing accounts in Customer Information systems and/or work-order systems
- Locks off or removes water meters as needed to prevent illegal water usage
- Responds to customer inquiries in person, or over email and phone, and takes appropriate action; may create or close out work-orders and service requests for proper recordkeeping and/or dispatching
- Performs different techniques which at time includes small hand-tools to verify 'stuck' water meters
- Informs the public about policies and procedures; may create work-order or service requests to appropriate divisions and/or departments
- Uses Customer Information databases via computer in vehicles or office to access customer information; inputs information into customer accounts and work-order systems

- Provides public education regarding water meter operation, water production, and water conservation rules and regulations
- Supports and assists with the utility account shut-off process; delivers past due notices, disconnects services for non-payment
- Installs and activates meter reading equipment; including using electronic equipment
- Adjusts water meter reading registers
- Uses map books and GIS to identify service locations to process service requests and work-orders
- Performs water meter box locating
- Safely inspects broken or missing utility box lids or exposed wires in utility boxes
- Takes photos for GIS information, and input those records into data systems
- Perform meter repairs; repairs to curb-stops and plumbing, maintains meter boxes
- Makes adjustments or modifications to meter boxes, which may involve small power tools
- Perform meter reading; walk by, drive-by radio, and AMI computer assisted
- Safely use an oxygen acetylene torch or other welding equipment
- Assist in leak repairs
- May be directed to safely assist in removing debris on public right a ways
- Performs first response inspections of sanitary sewer overflow including safely lifting manhole covers to determine flow levels
- Safely operates water main valves
- Performs water meter testing
- Ensures proper use of equipment, supplies and materials
- Assists in other field and administrative functions as needed in the Customer Service Division
- Assists in reporting of unusual water consumptions using reading systems, and dispatching work in the field using work-order systems.
- Safely set up traffic zones for minor meter repairs and work
- May use trailer mounted equipment to maintain meter boxes
- May assist in with cross-connection surveys
- Test Backflow devices
- May collect water samples
- Operate a forklift

EMPLOYMENT STANDARDS

Knowledge of:

- Safe work practices
- Proper customer relations techniques
- Basic mathematics
- Recordkeeping
- Basic use of electronics such as cell phone, keyboard - data inputting.
- Basic office practices
- Backflow devices
- Meter types and applications of them
- Variety of hand tools
- Welding and drilling equipment

Ability to:

- Learn and operate basic computer systems used to support the department
- Work independently on assignments and stay focused on being on productive
- Effectively work in a team environment when deemed necessary by supervisors
- Interact and maintain effective good working relations with external and internal customers, including maintaining professional appearance
- Use various electronic equipment to retrieve water meter readings
- Learn the City Public Works and Utilities services, operations and programs
- Work outdoors in adverse weather conditions
- Work outdoors six to eight hours; nine to ten hours when opting for flexible schedule
- Understand and carry out oral and written directions
- Learn map books and GIS systems to locate basic City utilities such as water, sewer, and stormwater
- Retrieve information from internal and external customers, and relay the information using emails and or work-order systems.
- Learn materials, methods and tools used in the repair water meters and services attached
- Learn basic methods and tools used in general construction and maintenance around water meter boxes
- Use a telephone; communicate via radio and hear radio dispatch
- Deal effectively with dogs that may be encountered when water meter activities occur
- Read and interpret water meter readings in the field
- Use AMI meter reading systems from computer and interpreting the information given
- Investigate and correct water service problems
- Maintain the cleanliness and safety of a warehouse facility
- Investigate customer complaints regarding water, streets, sewer, solid waste and public works; determine the correct response and personnel required
- Support Customer Service Technician I's when projects and tasks require Journey level support

PHYSICAL REQUIREMENTS:

Physical requirements described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

- Lift 25 lb. water meters; intermittently bend, twist, work below and above shoulder level; climb in and out of a truck; and perform equipment repairs
- Hear and distinguish various sounds, such as voices of co-workers in noisy environments and sounds of operating equipment
- Drive an automobile
- Sit or stand at a workstation, including a vehicle to obtain, submit or create work orders and service requests

TRAINING AND EXPERIENCE:

Any combination of training and experience, which would provide the required knowledge and abilities, is qualifying. A typical way to obtain the knowledge and abilities is:

- Two (2) years' experience as a Customer Service Technician I or similar; or

- Three (3) years' with water construction and/or similar work; or
- Equivalent experience and/ or education that would indicate an ability to perform the essential functions

LICENSES / CERTIFICATES:

- Possession of a valid California Class C driver's license and a safe driving record
- Possession of a basic Forklift Certification recognized by OSHA
- Possession of a basic Traffic Control & Flagger Certification recognized by OSHA
- Possession of a Grade I Distribution Operator Certification issued by the SWRCB is required at time of hire
- A CA-NV AWWA Backflow Prevention Assembly Tester certification or certificate recognized by the California Department of Health Services is required at time of hire