



# City of Watsonville

## Job Description

---

**JOB TITLE:** Customer Service Technician III

**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, field lead in the City's Cross-Connection Program, and administrative support in the field and at times in the office. Provide lead support to Customer Service Technician I/II. This job class is the advanced journey level classification in the Customer Service Technician series and requires five (5) 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
- Performs 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-of-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
- Test Backflow devices
- May collect water samples
- Operate a forklift
- May ensure staff completes work assignments
- Will act as a backup for the Customer Service Technician I/II in their absence
- May support supervisors with calendars and scheduling as needed
- May collect timesheets in the absence of supervisors
- Will tactfully and professionally respond to complex customer inquiries
- Be proficient with the city utility meter reading systems, trouble shoot communications between meters and MXUs
- Assists with training of new and existing employees with duties and responsibilities
- Assist and supports with staff meetings and ensure standard operating procedures (SOPs) are implemented and followed
- Support and coordinate with Utility Billing and Customer Service Office
- Assist with employee appraisal evaluations
- Performs cross-connection surveys

## **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
- Diverse meter types and applications
- 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 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 storm-water
- 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
- Using AML 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
- Deliver and exchange solid waste containers when required
- Direct Customer Service Technician I and II 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:

- Three (3) years' experience as a Customer Service Technician II or similar; or
- Five (5) 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 State Water Resource Control Board Water Distribution Operator Certification is required at time of hire
- A CA-NV AWWA Backflow Prevention Assembly Tester certification or one recognized by the California Department of Health Services is required at time of hire
- A CA-NV AWWA Cross Connection Specialist certification or one recognized by the California Department of Health Services is required at time of hire