

**CITY OF POMPANO BEACH
CLASS DESCRIPTION**

JOB CODE 502

CUSTOMER SERVICE FOREMAN

GENERAL

Responsible, supervisory work in the recording of water meter readings. Work is performed under general administrative direction.

EXAMPLES OF ESSENTIAL DUTIES

(These are intended only as illustrations of the various types of work performed. The omission of specific duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.)

Schedules and supervises work of meter reader personnel in reading and recording data on consumption and use from resident meters.

Makes random checks to insure meters are read correctly. Performs meter reading work when called upon.

Assists building department in unit verification.

Reads sewer and hydrant meters.

Handles garbage and special trash pick-up complaints.

Performs work of Customer Service Representative as needed.

Performs related work as required.

KNOWLEDGE, SKILLS AND ABILITIES

Knowledge of record maintenance procedures. Knowledge of the geography and street locations of the City and vicinity. Knowledge of the function of sewer and water meters. Knowledge of rules and regulations concerning cut-offs of utility accounts for non-payment of bills.

Ability to schedule and review the work of Meter Readers. Ability to maintain complete and accurate records.

MINIMUM QUALIFICATIONS

Associates degree in relevant area of concentration. Extensive experience in meter services.

A comparable amount of training and experience may be substituted for the minimum qualifications.

PHYSICAL REQUIREMENTS

Must have the use of sensory skills in order to effectively communicate and interact with other employees and the public through the use of the telephone and personal contact as normally defined by the ability to see, read, talk, hear, handle or feel objects and controls. Physical capability to effectively use and operate various items of office related equipment, such as, but not limited to a, personal computer, calculator, copier, and fax machine. Significant standing, walking, moving, climbing, carrying, bending, kneeling, crawling, reaching, and handling, pushing, and pulling. Continuous lifting of 15 to 50 lbs.

SPECIAL REQUIREMENTS

Possession of a valid, appropriate driver's license (endorsement to operate a Cushman scooter) and an acceptable driving record.

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Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.