

**CITY OF POMPANO BEACH
CLASS DESCRIPTION**

JOB CODE 405

FIELD SERVICE REPRESENTATIVE II

GENERAL

Routine skilled customer service field work in connecting and discontinuing utility services. Work is performed under general 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.)

- Connects water service for new and previously terminated utility consumer accounts.
- Discontinues water service as the result of requests from the consumer or for non-payment.
- Rechecks meters for leaks and over reads.
- Performs repairs on AMR meters as necessary.
- Reads meter reading routes as necessary to maintain reading schedule.
- Using Sungard software and field investigations determines the proper billing rate for accounts.
- Meets with the customer at the customer's premises to investigate and resolve customer billing questions relating to water, sewer, and storm water utilities.
- Assists customer in identifying possible causes of high water use.
- Employee acts as a representative of City and works with the customer to resolve utility billing questions.
- Performs select duties of Customer Service Representative and Water meter reader as required.
- Performs related work as required.

KNOWLEDGE, SKILLS AND ABILITIES

- Knowledge of municipal utilities rules, regulations and policies including rates.
- Knowledge of H.T.E. CX application as pertains to Customer Service.
- Knowledge of the geography and street locations of the City.
- Ability to read water meters, to record readings and to perform simple arithmetical calculations accurately and quickly.
- Ability to deal with complaints in a tactful manner.
- Ability to maintain regular and punctual attendance.
- Skill in the use of hand tools needed to making of routine repairs and adjustments.
- Ability to serve the public and fellow employees with honesty and integrity in full accord with the letter and spirit of all city ethics and conflicts of interest policies.

- Ability to establish and maintain effective working relationships with the general public, co-workers, city officials and members of diverse cultural and linguistic backgrounds regardless of race, religion, age, sex, disability or political affiliation.

MINIMUM QUALIFICATIONS

Graduation from high school or possession of an acceptable equivalency diploma. Extensive experience in water meter services. Experience in utility accounting and with mechanized records. Some Experience in the area of concentration. Experience in a position requiring minimal supervision. Customer services experience.

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. Ability to lift up to 50 lbs.

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

SPECIAL REQUIREMENTS

Possession of a valid, appropriate driver's license and an acceptable driving record.

Department: Finance

FLSA: Non-Exempt

Bargaining Unit: General Employees

Classification: 19/42

GERS: Regular Class

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