



## Field Service Representative Water System-Customer Service

WCS/3-201

### JOB SUMMARY

This position is responsible for providing service to customers in the field.

### MAJOR DUTIES

1. Turns water service on and off as appropriate.
2. Locks meters on delinquent accounts.
3. Provides service to customers with high bills, pressure problems, odors, air in water lines, and discoloration.
4. Responds to customer calls for service.
5. Performs inspections of fire hydrants; flushes fire hydrants.
6. Locates and marks water lines for new construction projects.
7. Compiles onsite customer usage data using meter reading technology.
8. Coordinates work with Customer Service staff regarding service request, disconnection of service, customer complaints, hydrant flushing and meter installations.
9. Performs monthly inspection of office emergency lights and exit signage.
10. Maintains daily mileage and gas log for assigned County vehicle. Enters data on Excel spreadsheet for accumulated monthly totals.
11. Performs other related duties as assigned.

### KNOWLEDGE REQUIRED BY THE POSITION

1. Knowledge of Water System operations, policies, and procedures.
2. Knowledge of county policies and procedures.
3. Knowledge of water line, meter, and hydrant locations.
4. Skill in the determination and resolution of water service problems.
5. Skill in the operation of an assigned vehicle.

### SUPERVISORY CONTROLS

The Customer Service Supervisor assigns work in terms of general instructions. The supervisor spot-checks completed work for compliance with procedures, accuracy, and the nature and propriety of the final results.

### GUIDELINES

Guidelines include county and department standard operating procedures. These guidelines are generally clear and specific, but may require some interpretation in application.

### COMPLEXITY/SCOPE OF WORK

- The work consists of related customer service field duties. The variety of customers and situations to be addressed contributes to the complexity of the position.
- The purpose of this position is to provide field service to Water System customers. Success in this position contributes to the efficiency of Water System operations.

### CONTACTS

- Contacts are typically with co-workers, vendors, customers, and members of the general public.
- Contacts are typically to give or exchange information; resolve problems; provide services; and motivate and influence persons.

### PHYSICAL DEMANDS/ WORK ENVIRONMENT

- The work is typically performed while intermittently sitting, standing, or stooping. The employee occasionally lifts heavy objects.

- The work is typically performed outdoors. The employee may be exposed to dust, dirt, grease and occasional cold or inclement weather. The work requires the use of protective devices such as masks, goggles, or gloves.

#### **SUPERVISORY AND MANAGEMENT RESPONSIBILITY**

None

#### **SPECIAL CERTIFICATIONS AND LICENSES**

- Possession of a valid State of Georgia driver's license (Class C) and a satisfactory Motor Vehicle Record (MVR) in compliance with County Safety and Loss Control Guidelines. Completion of the State of Georgia Department of Transportation Defensive Driving Course and/or Emergency Vehicle Operation Certification within twelve (12) months of employment.

#### **ADA COMPLIANCE**

- Fayette County is an Equal Opportunity Employer. ADA requires the County to provide reasonable accommodations to qualified individuals with disabilities. Prospective and current employees are invited to discuss accommodations.

#### **HIPAA COMPLIANCE**

- The Health Insurance Portability and Accountability Act of 1996, as amended, requires employees to protect the security of Protected Health Information (PHI) however it is obtained, handled, learned, heard or viewed in the course of their work.

#### **DRUG AND ALCOHOL COMPLIANCE**

- In accordance of Fayette County's Substance Abuse Policy of 1996, as amended, all job applicants offered employment will undergo testing for the presence of illegal drugs and alcohol as a condition of employment. In the course of employment, employees are subject to random, reasonable suspicion, post accident and routine fitness for duty testing for illegal drugs and alcohol abuse. Employees are prohibited to work under the influence, to possess, to distribute or to sell illegal drugs in the work place or abuse alcohol on the job. Confirmed positive is reason for denial of employment and/or termination.

#### **MINIMUM QUALIFICATIONS**

- Knowledge and level of competency commonly associated with completion of specialized training in the field of work, in addition to basic skills typically associated with a high school education.
- Sufficient experience to understand the basic principles relevant to the major duties of the position, usually associated with the completion of an apprenticeship/internship or having had a similar position for one to two years.
- Possession of or ability to readily obtain a valid driver's licenses issued by the State of Georgia for the type of vehicle or equipment operated.