

City of Bellingham
Classification Specification - Civil Service or AFSCME

CLASS TITLE	Service Representative II
DEPARTMENT	Public Works\Operations
UNION:	114
SG:	10
CS:	Entry/Promotional
FLSA:	Y
EE04CODE:	SM

NATURE OF WORK:

Positions assigned to this classification serve as members of a self-directed work team, and perform skilled water utility customer service functions and collection, transfer, reporting and analysis of meter and automated read collection information. Monitors multiple automated meter reading (AMR) systems and software applications, analyzes data to perform problem resolution, reviews application performance, and recommends best placement and field application techniques. Resolves customer consumption issues and data and information management issues.

DISTINGUISHING CHARACTERISTICS:

The Service Representative II classification is distinguished from the entry level classification of Service Representative I by duties that require additional knowledge and skills in analyzing data, processing meter reading routes and maintaining information within multiple software applications. Assignments of Service Representative II classification involve application of specialized knowledge regarding AMR systems and software applications, water utility operations, customer service problem solving, billing, and self-directed work team functions. Also provides direction to Service Representative I.

SUPERVISORY RELATIONSHIPS:

Reports to the Data Services Supervisor. Serves as an acting member of a self-directed work team. Employee works independently under general to minimal supervision.

ESSENTIAL FUNCTIONS:

1. Maintains accurate records in the utility billing and asset and work management systems regarding meters, meter readings, read estimates, work orders, and water service information. Reviews meter install and exchange work orders to appropriately update records. Creates, recommends and generates preventative maintenance task work orders that support continued meter operation and meter box maintenance.
2. Performs daily audits of meter readings. Diagnose, trouble-shoot, correct and rectify meter read anomalies; including operation of software related to AMR; generating AMR

system diagnostics and read summaries to conduct analysis of read accuracy and system performance.

3. Field verifies meter readings to diagnose meter and AMR malfunctions, recommends and/or provides meter, register, and AMR repair and replacements. Reports all damaged or tampered items found in the field to the water maintenance staff. Interacts and coordinates with vendors, radio technicians, IT personnel, and water department staff to ensure accurate performance of the meter and AMR system. Recommends AMR placement, tests and validates equipment and software.
4. Provides training and written procedural documentation regarding the installation, programming, trouble shooting and operation of AMR technology, meter reading and route processing functions. Give direction and technical assistance to the Service Representative 1 and water crews in regards to meter reading and AMR technology.
5. Generates reports and provides analysis of data to determine accuracy of water usage and potential customer leaks. Coordinates customer field visits and sends leak notifications and other materials regarding water use. Informs customers on water conservation matters, and communicates ways to conduct leak detection.
6. Prepares statistical reports, graphs, charts, and geographical representation of meter and water service related information. Provides field verification and detailed drawings of meter and water service locations for GIS mapping.
7. Responds to designated customer, Finance Department, or other water utility commercial, industrial, and residential calls; checks account history; reviews service changes, field checks vacant and pending accounts, exception reports, and other data; refers or initiates customer service communication calls, and plans appropriate visits or other activities.
8. Performs water utility billing and customer service team functions such as job planning, scheduling, coordination, and review activities. Establishes meter reading routes, route reorganizations, and reading schedules to improve work efficiency and meet billing deadlines.
9. Performs all of the Service Representative I duties in order to perform meter readings, re-reads and customer service tasks as needed.
10. Provides direction and work assignment to Service Representative I position.

ADDITIONAL WORK PERFORMED:

1. Provides support and direction of technical issues, monitors work efficiencies and deadlines, works with vendors and coordinates AMR system and equipment upgrades and system technical training, as assigned.
2. Participates in the planning process for the development of department goals and objectives.

3. Conducts, attends and participates in a variety of team or departmental meetings. Works with other departments and divisions to enhance productivity and problem resolution.
4. Performs other duties and responsibilities as assigned.

PERFORMANCE REQUIREMENTS (Knowledge, Skills and Abilities)

Knowledge of:

- Public Works water utility and water billing business practices.
- Water meters, water distribution systems, and automated meter reading collection systems.
- Computerized billing systems and asset and work management systems.

Skill in:

- Monitoring multiple computerized database systems, data collection processes, data entry quality controls, editing, generating reports and presentations, and performing analysis.
- Operating and maintaining computerized systems and transaction processes between handhelds or other computerized data collection devices.
- Developing procedure and process documentation, and training other staff.
- Functioning as an effective member of a self-directed work team, providing leadership qualities to other team members, plan, review, and provide oversight and direction to daily team functions.
- Performing a wide variety of customer service problem solving ranging from customer conservation or billing problems to doing routine, repetitive work on a set schedule.
- Independent field data collection, trouble shooting, and problem resolution.

Ability to:

- Add, subtract, multiply, divide, and perform basic algebraic calculations.
- Communicate orally in English, to spell and write legibly on forms, letters, reports, and customer correspondence.
- Perform assigned work independently with minimal supervision.
- Effectively work with a diverse group of customers including water utility owners, managers, field people, and office workers.
- Ability and willingness to apply safe working procedures to customer service, meter reading, minor maintenance, driving, and other field activities.
- Courteously and tactfully receive and respond to customer service calls.
- Function effectively in an advanced technology environment and contribute to the division's overall mission and goals.
- Maintain a current working knowledge of the technical standards and procedures required for water utility meter reading, customer service functions, billings, and related matters.
- Willingness to work outdoors in all types of weather.

- Maintain consistent and punctual attendance.
- Ability and willingness to demonstrate the Public Service Competencies of Service Orientation, Results Orientation, and Teamwork and Cooperation.
- Physical abilities to perform the essential functions of the job including:
 - Frequently operate a computer and read a computer screen or typewritten page;
 - Frequently communicate verbally;
 - Move between work sites;
 - Occasionally stoop, bend and lift medium weight (10-15 lbs.) to moderately heavy utility covers (50 lbs) using proper body mechanics. lifts and carries objects up to fifteen (15) pounds.

WORKING ENVIRONMENT:

Work is performed primarily in an office environment working extensively at a desktop computer. Periodic data collection in the field requires work outdoors in all weather conditions. Field duties involve extended driving and walking in all weather conditions throughout the water utilities service area. Normal safety precautions are taken for extended walking, lifting, driving in the course of performing field duties.

EXPERIENCE AND TRAINING REQUIREMENTS:

- Two years of experience or training using multiple computer software programs for data collection, record keeping, data processing, spreadsheets, reporting and data analysis.
- Two years of experience providing direct service to the public.
- Experience with automated meter reading systems or Public Works water utilities preferred.
- A combination of experience and training which demonstrates the knowledge, skill and ability to perform the essential functions of the job will be considered.

NECESSARY SPECIAL REQUIREMENTS:

- Valid Washington State driver's license and good driving record. Candidates must submit a three-year driving abstract prior to hire.
- Employment contingent upon passing a criminal conviction and local background check.
- Satisfactory completion of continuing education studies, workshops, and other training to keep up on procedures, methods, and technology.

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