

**COASTSIDE COUNTY WATER DISTRICT
CLASS SPECIFICATION
CUSTOMER SERVICE TECHNICIAN**

CLASS TITLE: CUSTOMER SERVICE TECHNICIAN

DEFINITION

Under general supervision and working independently, assists customers both in the field and in the office. The position will perform various duties related to servicing customer accounts, including answering customer inquiries both on the phone and in the field; handling meter re-reads and/or investigating high or low usage; turning water service on or off; and placing tags at service addresses. The position will work closely with the Utility Billing Specialist in overseeing the meter reading process, and identifying and troubleshooting meter related issues. The position will also work closely with the field crew in meter reading, as required, and will be responsible for Automated Meter Reading/Infrastructure (AMR/AMI) setup and support. In addition, this position will work closely with the Water Resources Analyst, particularly in implementing the District's water conservation efforts.

DISTINGUISHING CHARACTERISTICS

This is a single-position class reporting to the Office Manager. The position involves working both in the field and in the office and interacting directly with customers and the public as well as District field and office staff. The position will serve in a "bridge" role between office and field staff to ensure that customer-related meter issues are resolved. The position will also be proficient in using computers and meter reading devices and software programs, and is able to effectively communicate issues and findings to customers and District staff, both verbally and in writing.

EXAMPLES OF DUTIES

Duties may include, but are not necessarily limited to:

Field

- Reads customer water meters to verify consumption and to check for customer leaks.
- Investigates and resolves basic customer problems and complaints concerning water services, including high bills.
- Communicates with customers on how to detect leaks and manage water usage.
- Coordinates monthly meter reading activities and schedule with field staff. Provides backup support for meter readings. Handles AMR/AMI reads as well as AMR/AMI programming setup.
- Conducts field inspections and supports the activities of the Water Resources Analyst.

Office

- Responds to on-site and/or telephone inquiries from customers, particularly regarding high water usage. Also able to handle "standard" customer service requests, including responding to billing questions.

- Supports the Water Resources Analyst as required, including promoting water conservation efforts.
- Generates and analyzes reports from utility billing system to flag high or low reads or unusual trends. Assures that meter readings are accurate and reliable, especially prior to billing.
- Proactively contacts customers with high bills and/or unusual activity (and particularly given AMR/AMI data) and on a timely basis. Conduct in-person visits with customers as needed.
- Enters data into the utility billing database to document interaction with customers, resolution of leaks, and other pertinent information.

MINIMUM QUALIFICATIONS

Any combination of education, experience and training which would provide an opportunity to acquire the knowledge, skills and abilities listed. A typical way to obtain the knowledge and abilities would be:

Training and Experience:

High School diploma or equivalent and three (3)+ years experience in customer service, meter reading, utility billing, and/or field operations within a water utility. Familiarity with water metering is considered to be a key skill.

Knowledge

- Proficient with use of computer software and systems, including Microsoft Office and Utility billing systems.
- Understanding of water meters and meter reading technology.
- Basic understanding of residential and commercial water use.
- Basic understanding of plumbing, plumbing fixtures, appliances and irrigation equipment.

Ability and skill to:

- Deal courteously and effectively with the public.
- Read water meters and operate specialized equipment related to assignment such as meter reading devices (AMR/AMI.)
- Evaluate customer problems/concerns and exercise independent judgement to resolve them.
- Perform customer service functions, including answering telephone and/or in-person inquiries; responding to billing questions; preparing service orders; inputting data into District systems.
- Turn on/off water meters;. Also able to work with small tools, pumps, and gardening equipment to access meters as required.
- Organize and schedule assignments and appointments in the field.
- Communicate effectively, verbally and in writing.
- Understand and work effectively within the utility billing software system.

- Coordinate closely with District field staff in managing customer service cross-functional tasks (including meter reading) in order to accommodate scheduling and to maximize staff efficiency.
- Keep concise records and documentation.
- Handle basic unit conversions and calculations.
- Identify, analyze and troubleshoot issues, and highlight issues to District management.

Required Licenses and Certifications

The position must possess and maintain a valid, unrestricted California Driver's License. State of California Water Distribution Operator I (or will obtain certification within one year of hire)

Preferred Licenses and Certifications

State of California Water Distribution Operator II
Cross Connection Control (Backflow) Program Specialist

PHYSICAL REQUIREMENTS

The position must be able to perform job functions in a safe manner to avoid injuries and damage to district property. Vision, hearing and speech are required along with manual dexterity. This position requires prolonged sitting, standing, walking, reaching, twisting, turning, kneeling, bending, and stooping in the performance of daily activities. The ability to drag, lift, and push equipment and materials weighing up to 35 pounds is required. The position requires being in the field in a variety of conditions on uneven and slippery surfaces, and being exposed to water, dirt, pollen and other irritants.

This job specification should not be construed to imply that these requirements are the exclusive standards of the position.