

CITY OF BURBANK

FIELD SERVICE REPRESENTATIVE

DEFINITION

Under direction, to perform a variety of skilled field and office work related to water and electric meters for the Customer Service and Marketing Division of Burbank Water and Power; and perform related work as required.

ESSENTIAL FUNCTIONS

Organizes and completes daily workload for Field Services activities; works closely with and may assign work to Customer Service staff; ensures all field activity service orders are handled accurately; uses a laptop or other computer device to perform meter analytics; uses a variety of front-end applications to verify meter reads, ensure data accuracy, and calculate adjustments; performs basic research and data analysis; prepares and maintains records and reports, both manually and electronically; installs residential electric meters, locking rings, turns valves, and cleans water meter glass; reports need for repairs or malfunctions or tampering of meters; connects and disconnects water and electric meters; resets and reseals demand meters; investigates and discusses abnormal utility meter readings with consumers and takes necessary action; responds to complaints or questions; trains others; promotes City programs and services; performs the functions of Customer Service Representative I, II, and III; drives on City business.

MINIMUM QUALIFICATIONS

Employment Standards:

- Knowledge of – principles of customer service; elementary mechanics of electric and water meters and electrical theory; principles and practices of installing residential electric meters or Meter Data Management Systems (MDMS); basic mathematics; spelling, grammar, and punctuation.
- Skill in – utilizing devices, tools, and equipment for electrical and mechanical work associated with installing residential electric meters; operating computers and associated software; assisting customers with tact and empathy.
- Ability to – lead and train others; read water and electric meters and record figures accurately; understand and explain utility rates; install electric meters and related components; connect and disconnect water and electric meters; work in a safe manner; make calculations rapidly and accurately; perform basic research and data analysis; keep accurate records and reports; interact effectively with the public; interpret and use maps of City streets; communicate effectively, both orally and in writing; understand and follow oral and written directions; establish and maintain effective working relationships with supervisors, fellow employees, contractors, and the public.

Education/Training: High school graduation or equivalent and three years of recent experience in customer service, billing and collections, or customer dispute resolution, including at least one year experience in utility meter reading, or utility field work, or MDMS.

Special Conditions & Requirements: Ability to perform essential functions of the classification, which include the ability to: work outside, move objects weighing up to 50 pounds, exert moderate physical effort, bend in all directions, walk on uneven surfaces, and make field observations.

License & Certificates: A valid California Class "C" driver's license or equivalent at time of appointment. Type accurately from clear copy at a speed of 40 net words per minute.

SUPPLEMENTAL INFORMATION

None.