

Water Authority Position Description

WATER REPRESENTATIVE

Status	Position Code	Level	Date
APPROVED	WARE	B40	Mar 2017

Job descriptions are intended to present a general list of the tasks/duties performed by employees within this job Classification. Job Descriptions are not intended to reflect all duties performed within the job.

POSITION SUMMARY

READ AND PERFORM MINOR REPAIRS TO CUSTOMER WATER METERS ON ASSIGNED ROUTES TO RECORD WATER CONSUMPTION FOR ACCURATE MONTHLY BILLING.

MIN EDUCATION & EXPERIENCE REQ

HIGH SCHOOL DIPLOMA OR GED SUPPLEMENTED BY ONE (1) YEAR OF COLLEGE LEVEL COURSE WORK OR VOCATIONAL TRAINING IN CUSTOMER SERVICE, EQUIPMENT MAINTENANCE/REPAIR OR RELATED FIELD, PLUS TWO (2) YEARS EXPERIENCE IN THE REPAIR OR MAINTENANCE OF ELECTRO-MECHANICAL DEVICES. PREVIOUS EXPERIENCE IN METER READING AND/OR REPAIR PREFERRED.

ADDITIONAL REQUIREMENTS

POSSESSION OF, OR ABILITY TO OBTAIN AND MAINTAIN A VALID AUTHORITY OPERATOR PERMIT (AOP)
POSSESSION OF A VALID NEW MEXICO DRIVER'S LICENSE

SUPERVISION RECEIVED/EXERCISED

RECEIVE DIRECTION FROM ASSIGNED SUPERVISOR.

ESSENTIAL FUNCTIONS

1. DRIVE WATER AUTHORITY VEHICLE ON ASSIGNED ROUTE TO PERFORM FIELD WORK. UTILIZE DATA RECORDER TO COLLECT WATER CONSUMPTION READINGS.
2. INSPECT WATER METERS TO VERIFY THAT THE METER IS RECORDING ACCURATELY.
3. RESPOND TO INQUIRIES AND COMPLAINTS FROM CUSTOMERS. RESOLVE COMPLAINTS RELATED TO WATER METER READINGS AND BILLING.
4. INSPECT PROPERTIES VISUALLY AND WITH EQUIPMENT FOR LEAKS IF METER READINGS HAVE FLUCTUATED. NOTIFY CUSTOMERS OF POSSIBLE WATER LEAKS ON THEIR PROPERTY.
5. EXPLAIN WATER AND SEWER CHARGES TO CUSTOMERS. ADVISE CUSTOMERS ON IRREGULARITIES CONCERNING WATER METER REPAIRS, READINGS AND BILLING.
6. PERFORM MAINTENANCE AND REPAIR WORK ON WATER METERS, EASEMENT AND VALVE ACCESS. REPLACE GLASS AND CLEAN BOXES AS NEEDED.
7. REPORT WATER WASTE AND ILLEGAL WATER CONNECTIONS.
8. OPERATE AUTOMATED METER READING (AMR) EQUIPMENT.
9. ASSIST WITH THE IMPLEMENTATION OF THE AMR PROGRAM.

SUPPLEMENTAL FUNCTIONS

1. MAINTAIN ACCURATE RECORDS. COLLECT DATA FOR SPECIAL REPORTS AND CONDUCT SURVEYS AS ASSIGNED.
2. PERFORM RELATED DUTIES AND RESPONSIBILITIES AS REQUIRED.

PREFERRED KNOWLEDGE

PRINCIPLES AND PRACTICES OF A CUSTOMER SERVICE PROGRAM
METHODS AND TECHNIQUES OF WATER METER READING
PRINCIPLES AND PROCEDURES OF THE WATER AUTHORITY'S WATER BILLING PROCESS
PRINCIPLES AND PRACTICES OF RECORD KEEPING
EQUIPMENT USED IN WATER METER READING, INCLUDING DATA COMPUTER
OCCUPATIONAL HAZARDS AND STANDARD SAFETY PRACTICES

PREFERRED SKILL/ABILITY

READ WATER METERS
OPERATE WATER-METER-READING EQUIPMENT AND VEHICLES IN A SAFE AND EFFECTIVE MANNER
RESPOND TO REQUESTS AND INQUIRIES FROM THE PUBLIC
INSPECT WATER METERS FOR POSSIBLE MALFUNCTIONS
INSPECT PROPERTIES FOR POSSIBLE WATER LEAKS
CALCULATE AND ADJUST WATER BILLING FOR CUSTOMERS
UNDERSTAND AND COMPREHEND GEOGRAPHIC INFORMATION SYSTEM (GIS) MAPPING
WORK INDEPENDENTLY WITH MINIMAL SUPERVISION
MAINTAIN ACCURATE RECORDS AND CUSTOMER ACCOUNTS
COMMUNICATE CLEARLY AND CONCISELY, BOTH ORALLY AND IN WRITING
ESTABLISH AND MAINTAIN EFFECTIVE WORKING RELATIONSHIPS WITH THOSE CONTACTED IN THE COURSE OF WORK

WORKING CONDITIONS

FIELD ENVIRONMENT; TRAVEL FROM SITE TO SITE; EXPOSURE TO COMPUTER SCREENS, HEAT, COLD, NOISE, MOVING OBJECTS OR VEHICLES, INCLEMENT WEATHER CONDITIONS, EXPOSURE TO PETS AND OTHER ANIMALS; WORK IN OR WITH WATER; WORK OR INSPECT UNDERGROUND; WORK ON SLIPPERY OR UNEVEN SURFACES.

PHYSICAL REQUIREMENTS

MAINTAIN PHYSICAL CONDITION APPROPRIATE TO THE PERFORMANCE OF ASSIGNED DUTIES AND RESPONSIBILITIES SUCH AS: WALKING, STANDING OR SITTING FOR PROLONGED PERIODS; HEAVY, MODERATE OR LIGHT LIFTING AND CARRYING; BENDING, STOOPING, KNEELING; OPERATING MOTORIZED EQUIPMENT AND VEHICLES. MAINTAIN EFFECTIVE AUDIO/VISUAL DISCRIMINATION AND PERCEPTION TO THE DEGREE NECESSARY FOR THE SUCCESSFUL PERFORMANCE OF ASSIGNED DUTIES