

CITY OF REDWOOD CITY

CUSTOMER SUPPORT SERVICES SPECIALIST

DEFINITION

Under General direction, provides leadership and oversees the operations in the Customer & Support Services Section. Oversees and monitors the implementation of the City's meter reading systems, water quality monitoring program, utility locating activities, water conservation program and performs related duties as required.

DISTINGUISHING FEATURES

This position is responsible for planning, scheduling, assigning, monitoring, reviewing the work of Consumer Service Technicians and Public Works Service Technicians and providing functional and technical supervision for meter reading and field services functions of the Customer & Support Services Section, with minimum management supervision. This position is responsible for ensuring timely and accurate meter reading of customer water meters, and providing customer service to the water utility customers of the City of Redwood City.

SUPERVISION RECEIVED AND EXERCISED

General direction is provided by a Public Works Services Manager.

Responsibilities include functional and technical supervision and assisting in the performance evaluation of employees in the Customer Support Services section.

EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES - Duties may include, but are not limited to the following:

1. Assist in developing and implementing goals, objectives and priorities for the assigned section's work crews.
2. Plan, direct, coordinate and review the work of Consumer Service Technicians and Public Works Services Technician.
3. Recommend to management necessary repairs and improvement within assigned systems.
4. Assist in preparing requisitions for necessary equipment, material and supplies; assist in preparing equipment specifications.
5. Assist management to prepare budget estimates and other requested reports.

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6. Trains, monitors and assists in evaluation performance of Consumer Service Technicians and Public Works Services Technician, acts as a team leader in day to day operations; assists the manager regarding work load, employee performance and compliance with established policies and procedures.
7. Responsible for all safety requirements, rules and regulations pertaining to Redwood City policy and standards, OSHA, JSA, at job site.
8. Assist management in developing notification letters and other public information materials.
9. Maintain records on meter's inventory and meter repair; post information on readings, repairs and locations.
10. Test, disassemble, inspect, clean, repair and replace all types and sizes of water meters and other meters.
11. Plan, schedule and coordinate large meter testing program. Field test meters, adjust meters to an accredited standard of accuracy and demonstrate accuracy tests to customers.
12. Plan and schedule meter repairs and replacement program.
13. Plan and schedule section's work activities and order materials and supplies.
14. Issue construction meters and collect monthly meter readings for billing purposes.
15. Route new services for reading routes; prepare yearly reading schedule, rotating employee's work and on-call schedules.
16. Schedule and coordinate weekly water quality monitoring samples and respond to customer complaints regarding water quality problems.
17. Edit meter reads and input data on customer accounts for billing purposes.
18. Use electronic meter reading system and daily download and upload meter reading routes and electronic meter readings.
19. Oversee field services support to the office of Billing Services.
20. Develop, oversee and evaluate the implementation of operational procedures and work standards.
21. Handle customer complaints related to meter reading, water quality, Underground Service Alert (USA) water conservation and field services.

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22. Oversee Underground Service Alert (USA) response and utility locating activities.
23. Schedule, coordinate and conduct water audits for indoor and outdoor water use practices and makes recommendations for improving water use efficiency.
24. Schedule and coordinate the distribution of water saving devices to water customers.
25. Schedule and coordinate the water conservation rebate programs.
26. Make presentations to community groups and plan, schedule and coordinate water conservation booths at community events.
27. Provide education materials to schools, make presentations and organize poster contest programs to promote water conservation.

OTHER JOB RELATED DUTIES

1. Perform related duties and responsibilities as assigned.

JOB RELATED QUALIFICATIONS

Knowledge of:

Methods, materials and techniques used in the repair, maintenance and calibration of water or other meters.

Knowledge of the City water system, including location and size of mains, hydrants, valves and meters.

Techniques of organizing, scheduling and prioritizing work.

Techniques of supervision, communication, and training.

Water quality principles and laws.

Operation and maintenance of meter reading hardware and software.

Manual and electronic meter reading principles, techniques and routing techniques.

Knowledge of Underground Service Alert (USA) procedures and utility locating principles techniques and standards.

Principles of personal computer use.

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Knowledge of best management practices, principles and techniques of water conservation.

Safe work practices.

Ability to:

Provide excellent customer service.

Repair and maintain water and other types of meters.

Read and interpret technical manuals, blueprints, diagrams and schematics.

Direct, oversee and evaluate the work of others including contractors and vendors.

Instruct and train others in the use of tools and equipment used to repair or replace meters, automatic meter reading and water conservation practices.

Maintain records and prepare reports and requisitions.

Establish and maintain positive and cooperative working relationships with the public and other employees.

Ensure timely and accurate meter reading and providing excellent customer service.

Work productively and effectively in the absence of supervision.

Communicate clearly and concisely, both orally and in writing.

Operate a motor vehicle.

Physical Characteristics:

Must be able to lift moderately heavy objects, perform manual labor required to repair and replace water meters, work outside in varying climatic conditions, lift heavy objects, have the sight to read meters and perform precise technical repairs and be in sufficient good health to perform job duties.

Experience and Education:

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

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Experience:

Three years similar to that of a Consumer Service Technician in the City of Redwood City with an emphasis on customer services, meter reading, maintenance and repair; and water conservation.

Education:

Equivalent to the completion of the twelve grade, supplemented by specialized technical courses in meter reading and maintenance, computer use, water quality, customer service and water conservation.

License or Certificate:

Possession of, or ability to obtain, an appropriate, valid class "C" California Driver's License.

CPR & First Aid Certificate.

Possession of, AWWA certification in Water Conservation is desirable.

Possession of, AWWA certification in Water Distribution grade I is desirable.

Effective Date: February, 2000

Bargaining Group: Service Employees' International Union - Local 715