

*To perform this job successfully, an individual must be able to perform the essential job functions satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the primary job functions herein described. Since every duty associated with this position may not be described herein, employees may be required to perform duties not specifically spelled out in the job description, but which may be reasonably considered to be incidental in the performing of their duties just as though they were actually written out in this job description.*

### Field Services Representative

**Department:** Environmental/Public Works

**Pay Grade:** 506

**FLSA Status:** Non-Exempt

**Job Code:** E807

#### JOB SUMMARY

The purpose of this classification is to provide customer service and administrative functions to assist residential and commercial water customers.

#### ESSENTIAL JOB FUNCTIONS

- Receives, investigates and responds to customer complaints and issues concerning water service; resolves water billing problems.
- Conducts site investigations to discuss high water usage and other issues; reads flush station meters; reads county meters for City usage, reads hydrant meters rented by contractors or in use by City Departments.
- Schedules to calibrate small meters to verify accuracy of meters by customer request.
- Delivers Cut off notices and disconnects water supply to delinquent customers.
- Investigates water ban violations; issues citations to customers in violation of water ban.
- Conducts Environmental Protection Division (EPD) annual water test for lead and copper content.
- Follows safety procedures, reports unsafe activities and conditions, utilizes safety equipment, and monitors work environment to ensure safety of employees and other individuals.
- Monitors inventory levels of supplies; ensures availability of adequate materials to conduct work activities; initiates requests for new or replacement items.
- Communicates with supervisor, employees, other departments, the public, and other individuals as needed to coordinate work activities, review status of work, exchange information, or resolve problems; responds to requests for service or assistance.
- Assists with repairs to water line leaks or water quality issues.

- May be required to be on-call for after hour emergencies.
- Prepares or completes various forms, reports, correspondence, time cards, supply lists, or other documents.
- Receives various forms, reports, correspondence, equipment operating manuals, procedures, handbooks, reference materials, manuals, or other documentation; reviews, completes, processes, forwards or retains as appropriate.
- Operates a personal computer and other general office equipment as necessary to complete essential functions, to include the use of word processing, spreadsheet, database, PowerPoint, or other system software.
- Assist Water Conservation Coordinator in the development of water conservation programs and advise/ educate the general public about water conservation.
- Conducts water audits for residential and commercial water customers, by request.
- Assists with preparation of the City of Roswell's Annual Water Audit to submit to Georgia Environmental Protection Division (EPD).
- Tracks conservation efforts for water savings.
- Assists in locating water lines and appurtenances.
- Performs other related duties as required.

### **MINIMUM QUALIFICATIONS**

#### **Education and Experience:**

Requires a High school diploma or GED; one (1) year of experience in customer service; or any equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities for this job.

#### **Licenses or Certifications:**

- Possess, or have the ability to obtain, a Water Distribution License.
- Possess and maintain a Flagging license, Confined Space, Excavation and Trench Safety certificate.
- Possess and maintain a valid Georgia driver's license with a satisfactory motor vehicle record (MVR).

#### **Special Requirements:**

- None

#### **Knowledge, Skills and Abilities:**

- Ability to learn, comprehend, and apply all city or departmental policies, practices, and procedures necessary to function effectively in the position.
- Ability to determine, calculate, tabulate, or summarize data/information. Includes performing subsequent actions in relation to these computational operations.
- Ability to provide guidance, assistance, and/or interpretation to others regarding the application of procedures and standards to specific situations. Requires daily interaction with the general public to resolve problems and handle inquiries.
- Ability to operate, maneuver and/or control the actions of equipment, machinery, tools, and/or materials used in performing essential functions.
- Ability to utilize a wide variety of reference, descriptive, and/or advisory data and information.

- Ability to perform addition, subtraction, multiplication, and division; the ability to calculate decimals and percentages; the ability to utilize principles of fractions; and the ability to interpret graphs.
- Ability to apply principles of rational systems; to interpret instructions furnished in written, oral, diagrammatic, or schedule form; and to exercise independent judgment to adopt or modify methods and standards to meet variations in assigned objectives.
- Ability to exercise judgment, decisiveness and creativity in situations involving evaluation of information against measurable or verifiable criteria.

#### **PHYSICAL DEMANDS**

The work is medium work which requires the ability to exert very moderate effort in medium work, typically involving some combination of stooping, kneeling, crouching and crawling, and which may involve some lifting, carrying, pushing and/or pulling of objects and materials of moderate weight (10-50 pounds). Tasks also require the ability to perceive and discriminate colors or shades of colors, sounds, odor, depth, texture, and visual cues or signals. Some tasks require the ability to communicate orally.

#### **WORK ENVIRONMENT**

Work is regularly performed with exposure to adverse environmental conditions, such as dirt, dust, pollen, traffic hazards, or rude/irate customers.

**The City has the right to revise this job description at any time. This description does not represent in any way a contract of employment.**

*The City of Roswell, Georgia commits to a policy of equal employment opportunity for applicants and employees, complying with local, state and federal laws. The City's policy is to employ qualified persons without discrimination regarding race, creed, color, religion, age, sex, country of national origin, marital status, disability, sexual orientation, gender identity, genetic information, political affiliation, ethnicity, or status in any other group protected by federal/state/local law.*