



MUNICIPAL UTILITY WORKER II – CUSTOMER SERVICE

Job Description

The job description does not constitute an employment agreement between the City and employee and is subject to change. The specific statements shown in each section of this description are not intended to be all-inclusive. They represent typical elements and criteria considered necessary to successfully perform the job.

Class Title:	MUW II – Customer Service	Effective Date:	July 1, 2017
Working Title:	Customer Service Specialist	Type:	Represented by LIUNA Local 320
Department:	Public Works	Supervisor:	Water Division Manager
FLSA Status:	Non-Exempt	Supervises:	None

CLASSIFICATION SUMMARY

Under the supervision of the Water Division Manager, incumbents in this classification performs tasks involved in the field for water customers, including, but not limited to water turn-on's and turn-offs, meter reads, leaks and leak adjustment requests, and locates water and storm lines. Coordinates special projects such as education programs with area schools/citizens. Performs on-call duty on a rotational basis and provides back-up to the MUW III – Water Quality Specialist. Leads weekly safety meetings. Lead work not typically assigned, may provide training/orientation to newly assigned personnel.

SUPERVISION

Not a supervisory position.

PHYSICAL DEMANDS – SAFETY – WORKING CONDITIONS

The physical demands (including lifting, mobility, movement and manual dexterity), work environment and working conditions described below are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Physical Demands

Physical effort is required to perform heavy manual labor. Regular lifting of objects and equipment ranging in weight from 25 to 100 pounds is required. In the performance of job duties, the employee is frequently required to sit; talk or hear; walk; use hands to finger, handle, or feel objects, tools or controls; bend; and reach with hands and arms. The employee is regularly required to climb or balance, stoop, kneel, climb stairs, crouch or crawl. Specific vision abilities required by this job include close, distance, color and peripheral vision; depth perception; and the ability to adjust focus. Manual dexterity and coordination are required to perform the work. These abilities are necessary to the previously referenced heavy manual labor as well as to use a personal computer and various software programs, calculator, phone, copy and fax machines, and other related tools and equipment.

Safety

Employees must maintain a safe work environment by complying with City and Department safety policies and rules and by practicing safety while performing the essential functions of the position.

Working Conditions

In the performance of the job duties, the employee will perform the majority of this job outside in varying and extreme weather conditions for extended periods of time. Employees risk physical hazard from mechanical and electrical equipment, exposure to human debris, drug paraphernalia, hazardous gases, fumes, paint, chemicals and pesticides. Outdoors noise level is frequently high. Indoors, job duties will be performed in an office environment under usual office working conditions. Work is also performed in numerous meeting settings in offices, conference rooms and public spaces. The noise level in the work area is typical of most office environments, with telephones, personal interruptions and background noises. Occasional contact with customers in conflict situations. Subject to 24-hour call back for emergency conditions.

ESSENTIAL FUNCTIONS – DUTIES & RESPONSIBILITIES

An employee in this classification may perform any of the following duties; however, these examples do not include all the specific tasks which an employee may be expected to perform. Based on the Public Works Department's cross-functional team approach to projects, all employees may perform duties in sections other than those regularly assigned as needed and directed. In addition, employees may be assigned as Competent Person on any given job. Duties and responsibilities are subject to change by the employer as the needs of the employer and requirements of the job change.

It is the responsibility of every employee to represent the City of Keizer by responding to the public, citizens, its employees, and others promptly, professionally and with courtesy. This includes regarding everyone, internal and external, as a customer and delivering the best service possible in a respectful and patient manner. Additional responsibilities include assisting other staff in the performance of their duties as assigned, maintaining regular job attendance and adherence to working hours, and operating a motor vehicle safely and legally while on City business.

90% Customer Service

Conducts initial and final water service turn-ons and turn-offs; submits meter readings and updates billing information to Utility Billings for accounting purposes; investigates and resolves queries and complaints of customers; ensures that all faucets and other facilities are off or leaves notice for the new customer when appropriate.

Delivers and hangs 48-hour shut-off notice for non-payment, uses independent judgment to disconnect services or make additional credit arrangements; conducts shut-offs and turn-ons associated with past due accounts.

Answers routine and emergency calls on the telephone and radio.

Responds to customer complaints of high water bills and consumption by conducting inspections to locate source of trouble, water loss, or water pressure; notifies customer if a leak is discovered and deals with water taste and odor complaints.

Locates water and storm lines for underground work to be performed within City limits.

Communicates with Utility Billing staff concerning customer concerns such as turn-on's and turn-off's, customer complaints, special water meter reads, leaks, etc. to ensure customer satisfaction.

Installs meters and meter boxes, makes special meter readings for customers who have requested discontinuance of service and pulling meters where necessary; determines maintenance problem and resolves where meter box location is obstructed not allowing meter to be read; reports and upgrades broken meters and meter boxes and meter box lids; reports leak detections for further inspection.

Notifies MUW III – Water Quality Specialist of field observations and when there is a well on premises.

Conducts reads and re-reads of meters that caused problems for the meter-readers due to excessive dirt or flooding; rectifies identified problems.

Conducts public education and outreach programs at local schools, service clubs, and community events.

Provides back-up to MUW III – Water Quality Specialist and assists with projects at Civic Center as directed.

10% Other Related Activities

Completes required documentation to support accurate billing and reporting.

Provides information and courteous response to customers encountered during the performance of duties in the field.

Picks up City mail on a daily basis and attends to errands as directed.

Advises inventory coordinator of parts and materials used on daily work orders.

Collects daily fluoride samples, reads pump stations, pumps fluoride, calibrates Gas Sniffer.

Assists Police Department with clean up and pick up in City right-of-ways and on City property.

Routinely checks and maintains Public Work vehicles and equipment.

Emergency on-call as directed by Water Division Manager.

Assists water crews in emergency situations as necessary.

May serve as City liaison on various boards, committees, the Utility Counsel, and other projects.

MINIMUM QUALIFICATIONS

Education & Experience

High school diploma or equivalency plus three years of experience in water, sewer, storm water, or related customer service experience; or any equivalent combination of education and experience which provides the knowledge, skills, and abilities to perform the essential functions and responsibilities of the position.

Licenses, Certifications & Other Requirements

- Required at time of hire: Valid Oregon driver license, NIMS ICS 100, 200, and 700 Certification and completion of Excavation Safety Training and Confined Space Training.
- Residence must be within a 30-minute drive time to City shops as substantiated by any one of the most commonly used online mileage/travel programs based on home address and favorable driving conditions.
- Pass background investigation.

ADDITIONAL QUALIFICATIONS

Knowledge

- Methods, materials and procedures used in inspection, repair and maintenance of water systems, storm drains, streets, and parks.
- Safe operation of tools and equipment required for the position.
- Work-related safety practices and environmental rules and regulations particularly in regards to work in confined and/or hazardous conditions.

Skill & Ability

- Operate specialized tools, heavy equipment and vehicles required to perform the duties, responsibilities and the essential functions of the job.
- Operate a personal computer, including word processing and email programs.
- Make material estimates, read and interpret plans and specifications, keep records and make reports.
- Work independently.
- Work in a safe manner for extended periods of time in adverse weather conditions.
- Understand and follow oral and written instructions.
- Communicate with customers in a friendly and responsive manner.
- Establish and maintain effective working relationships with other employees and the public.
- Sufficiently perform the physical requirements of the classification.
- Learn new technology and effectively apply the technology to the job situation.
- Plan and prioritize daily tasks.
- Make appropriate decisions.
- Perform the duties, responsibilities and essential functions listed above in a variety of diverse work environments.

Licenses, Certifications & Other Requirements

- Required within 90 days of hire: Oregon commercial driver license (CDL) - Class A Endorsement.
- Preferred at hire, must be able to obtain as soon as practicable: Oregon Health Authority (OHA) Water Distribution II Certification, OHA Cross Connection Specialist Certification, First Aid & CPR Certification, ODOT Flagger Certification.