

**CITY OF MOUNTAIN VIEW
CLASS SPECIFICATION**

Position Title: Customer Service Technician	Job Family: 6
General Classification: Front-Line	Job Grade: 20

Definition: This position performs Public Services Division customer support services necessary to deliver water to residential and commercial customers, including meter reading, billing, granting water credits, and turning water service on and off as required. This position also maintains existing ultra-low flush toilet credit, graffiti/shopping cart removal and similar service programs.

Distinguishing Characteristics: Receives general supervision from the Public Services Business Manager and technical supervision from the Water Meter Supervisor and the Finance and Administrative Services Department's Revenue Manager.

Examples of Duties: Duties may include, but are not limited to, the following:

1. Read and record water meter readings; turn customers' water meter services on or off as directed by the Finance and Administrative Services Department and Public Services for reasons of account status changes, nonpayment, repairs, leaks, or other specified reasons.
2. Make minor repairs to leaking water meters and backflow prevention assemblies.
3. Address customer inquiries about water conservation, high water usage, water leaks and water bill account status.
4. Provide information to the Finance and Administrative Services Department's Revenue/Utilities Division or Public Services for billing purposes.
5. Calculate water usage from meter readings for proper billing.
6. Inform the public and address customer inquires regarding ultra-low flush toilets. Maintain the program by processing Santa Clara Valley Water District (SCVWD) claim forms, maintaining a computerized information system, preparing activity reports, inspecting toilet installations in conformance with SCVWD guidelines and coordinating with Water Conservation staff as required.
7. Maintain the graffiti and shopping cart removal programs by managing hot line service calls, taking appropriate action to abate the problem, maintaining a computerized information system, preparing activity reports, and communicating with the public and staff regarding program activities and status.

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8. Review customer requests for water credits, determine when credit is appropriate pursuant to City ordinance and issue letters of response to customers regarding their request.
9. Other duties as assigned.

Minimum Qualifications:

Knowledge of: Functions and characteristics of water meters and backflow prevention assemblies, operating principles of water meters and valves; procedures for reading water meters and recording and reporting water use data; water metering and billing procedures of the City; procedures related to the delivery, connection, maintenance and discontinuation of water service to customers; principles and practices of safety related to areas of assignment; procedures for maintaining data bases and computerized records of work activity; and equipment usage and other data pertaining to utility customer service work.

Ability to: Perform customer support service duties; establish and maintain effective working relationships with those contacted in the course of work; effectively operate a personal computer; communicate clearly and concisely, both orally and in writing; learn division policies and procedures; properly use and care for tools, equipment and materials; inspect, test and repair water meters and backflow prevention assemblies; explain water policies, rates and procedures related to water service and billing to customers and public; listen to customer complaints and check functioning of water system to resolve said complaints; and maintain computerized spreadsheets and records and make oral and written reports on work activity and customer problems.

Experience and Training Guidelines: Any combination of experience and training will qualify if it provides for the required knowledge and abilities.

Recommended: Completion of the 12th grade and two years of experience in responsible routine utility maintenance and/or construction of plumbing systems. Customer service experience and the ability to speak a second language other than English are highly desirable.

Required Licenses or Certificates: Possession of a valid California Class C driver's license. Possession of an American Water Works Association (AWWA) Grade I Water Distribution Operator Certificate is required; an AWWA Grade II Water Distribution Operator Certificate and an AWWA Backflow Prevention Assembly Tester's Certificate are highly desirable.

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Working Conditions: Pre-employment and periodic respiratory and hearing examinations may be required for this classification.

Established July 1998

Revised

CLASS SPECS

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