

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.

<b>Field Services Representative</b>
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Department:	Administration
Pay Grade:	506
FLSA Status:	Non-Exempt
Job Code:	E807

**JOB SUMMARY**

The purpose of this classification is to deliver customer service and administrative support to aid residential and commercial water customers.

**ESSENTIAL JOB FUNCTIONS**

- Receives, investigates, and responds to customer complaints and issues regarding 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 used by City Departments.
- Schedules tests for meters to verify accuracy upon customer request.
- Assists the Meter Technician in troubleshooting the City's Automated Metering Infrastructure (AMI) to ensure meters are transmitting correctly.
- Performs semi-annual maintenance on the City's Tower Gateway Base stations (TGBs), part of the City's AMI.
- Assists Meter Technician in performing Water Utility Locate requests submitted by Georgia Utilities Protection Center (GA UPC).
- Delivers cut-off notices and disconnects water supply to delinquent customers.
- Investigate water ban violations; issue citations to customers who violate the water ban.
- Conducts Environmental Protection Division (EPD) annual water tests for lead and copper content.
- Follows safety procedures, reports unsafe activities and conditions, utilizes safety equipment, and monitors the work environment to ensure the safety of employees and other individuals.

- Monitors supply inventory levels; ensures adequate materials are available 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, water quality issues, and flushing program.
- 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, including word processing, spreadsheet, database, PowerPoint, or other system software.
- Assists Environmental/Public Works Education Coordinator in developing water conservation programs and advises/educates the general public about water conservation.
- Conducts water audits for residential and commercial water customers upon request.
- Assists with preparing the City of Roswell's Annual Water Audit, which is to be submitted to the Georgia Environmental Protection Division (EPD).
- Performs other related duties as required.

### **MINIMUM QUALIFICATIONS**

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

- High school diploma or GED.
- One (1) year of customer service experience, or equivalent combination of education, training, and experience providing the necessary knowledge, skills, and abilities for the role.

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

- Possess, or have the ability to obtain, a Water Distribution License within 12 months of employment
- Possess, or have the ability to obtain, 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:**

- Capacity to learn, understand, and apply all city or departmental policies, practices, and procedures essential for effective job performance.
- Proficiency in determining, calculating, tabulating, or summarizing data and information, including subsequent actions related to computational operations.

- Ability to offer guidance, assistance, and interpretation to others regarding applying procedures and standards to specific situations. This involves daily interaction with the general public to resolve issues and address inquiries.
- Skill in operating, maneuvering, and controlling the actions of equipment, machinery, tools, and materials necessary to perform essential functions.
- Competence in utilizing a wide range of reference, descriptive, and advisory data and information.
- Proficiency in performing addition, subtraction, multiplication, and division; calculating decimals and percentages; applying principles of fractions; and interpreting graphs.
- Capability to apply principles of rational systems, interpret instructions provided in written, oral, diagrammatic, or schedule form, and 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 job involves medium-level physical exertion, typically requiring moderate effort in tasks such as stooping, kneeling, crouching, and crawling. It may also include lifting, carrying, pushing, and/or pulling objects and materials weighing between 10 and 50 pounds. Additionally, tasks necessitate the ability to perceive and differentiate colors or shades, discern sounds and odor, gauge depth and texture, and interpret 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.*