

# CITY OF TALLADEGA

## JOB DESCRIPTION

Job Title: Customer Service Worker I

Department: Water and Sewer

FLSA:

Grade:

Safety Sensitive Job: Yes

Security Sensitive Job: No

Job Description Prepared: June 2017

Note: Statements included in this description are intended to reflect in general the duties and responsibilities of this job and are not to be interpreted as being all-inclusive. The employee may be assigned other duties that are not specifically included.

### Relationships

Reports to: Customer Service Supervisor

Subordinate Staff: None

Other Internal Contacts: Public Works; Street; Fire Department

External Contacts: General Public; Alabama Department of Environmental Management (ADEM); Businesses; Utilities; Contractors; Vendors

### Job Summary

Under the immediate supervision of the Customer Service Supervisor, this employee performs at the entry level of responsibility in the service and repair of water meters, water distribution from the water main to the meter, and in carrying out routine service order duties to connect/disconnect, remove and/or install service for customers. The employee gains experience while working with a Customer Service Worker II. Work is usually performed in accordance with well-defined procedures. No supervision is exercised over other employees. This is entry level work participating in an on-the-job training program which becomes increasingly more responsible as concepts and procedures are learned and put into practice. This job classification is identified as safety-sensitive and is subject to a pre-employment background check and random drug screens.

## Essential Functions

**ESSENTIAL FUNCTIONS:** The following list was developed through a job analysis; however, it is not exhaustive and other duties may be required and assigned. A person with a disability which is covered by the ADA must be able to perform the essential functions of the job unaided or with the assistance of a reasonable accommodation.

**ESSENTIAL FUNCTION: Customer Service and Repair. Performs a variety of customer service tasks involving repairing and setting meters, repairing leaks, and responding to requests for service.**

1. Receives work orders from supervisor.
2. Performs installation and repair of water lines from the water main to the water meter.
3. Programs the transceiver units for electronic meter reporting.
4. Manufactures cut-off keys and valves.
5. Assists in performing skilled tasks related to water meter operations and maintenance.
6. Assists in inspecting, testing, and validating dual check valves are installed correctly.
7. Assists inspecting lines for cross connections.
8. Installs pressure reducing valves and back-flow preventers.
9. Enforces fire hydrant meter policy; reports illegal hydrant taps.
10. Inspects and troubleshoots visible plumbing for water leaks; repairs service line.
11. Delivers notices to customers regarding bills, leaks, etc.
12. Performs meter reading and computer data entry.
13. Handles and documents customer complaints; reports unresolved issues to supervisor.
14. Conducts special readings to verify excessively high or low water consumption as required.
15. Conducts flow and flush testing on water system lines.
16. Tests water for turbidity and chlorine residuals.
17. Prepares and/or receives various forms, reports, work orders, or other documentation.
18. Communicates via telephone and/or two-way radio; provides information; takes and relays messages; responds to requests for service.
19. Trims weeds/shrubbery around meter boxes as required.
20. Operates a motor vehicle to conduct meter reading activities.
21. Inspects assigned vehicle for proper operations.
22. Conducts preventative maintenance of vehicles and equipment.
23. Conducts periodic inventory of assigned truck, parts and supplies.
24. Incorporates continuous quality improvement principles in day to day activities.

25. Performs off-hour emergency duty assignments as assigned.
26. Performs other job related duties as assigned.

### Knowledge, Skills and Abilities

(\* Can be acquired on the job)

1. \*Knowledge of City rules, regulations, policies and procedures.
2. \*Knowledge of City geography.
3. \*Knowledge of City water distribution system.
4. \*Knowledge of City water billing system.
5. Knowledge of basic sewer system operations.
6. Knowledge of hydraulics and water flow.
7. Knowledge of water testing and treatment methods.
8. Knowledge of hand and power tool use.
9. Knowledge of safety rules including accident causation and prevention.
10. Communication skills to effectively communicate internally and externally, both orally and in writing.
11. Reading skills to comprehend and interpret gauges, operator manuals, directives, procedures and instructions.
12. Verbal skills to communicate effectively with supervisor and co-workers.
13. Writing and grammar skills to clearly and concisely compose correspondence, prepare documents, logs, reports, forms, records, etc.
14. Math skills to perform basic calculations.
15. Skill with hand and power tools.
16. Ability to read maps and meters accurately.
17. Ability to maintain records and complete reports.
18. Ability to learn water meter construction and maintenance procedures.
19. Ability to establish and maintain effective working relationships with other employees and the general public.
20. Ability to troubleshoot equipment and system problems.
21. Ability to work independently, with supervision.
22. Ability to organize and multi-task.
23. Ability to understand and follow both written and oral instructions.
24. Ability to use hand and power tools.
25. Ability to use computers and hand-held devices.
26. Ability to use measuring devices and test equipment.
27. Ability to use communication devices.
28. Ability to handle stressful situations and irate customers.
29. Ability to wear personal protective equipment as required.
30. Ability to drive.

### Minimum Qualifications

1. Possess a high school diploma or GED.

2. One (1) year of overall work experience in plumbing and/or construction, or a related field; or any combination of education, training and experience that demonstrates the above listed knowledge, skills and abilities commensurate with the requirements of this job.
3. Possess a current and valid driver's license and be insurable.
4. Ability to obtain and maintain a valid Alabama Grade I Water Distribution Certification within twelve (12) months of hire.
5. Ability to work non-standard, shift work hours.
6. Ability to be on-call.
7. Ability to travel.
8. Ability to pass a pre-employment background check and random drug screens.

### Physical Demands

The work requires considerable and strenuous physical exertion such as frequent climbing of tall ladders, lifting heavy objects over 50 lbs., crouching or crawling in restricted areas, and defending oneself or others from physical attack.

### Work Environment

The work environment involves high risks with exposure to potentially dangerous situations or unusual environmental stress which require a range of safety and other precautions, e.g., working at great heights under extreme weather conditions, subject to physical attack or mob conditions, or similar situations where conditions cannot be controlled.

### Acknowledgment

*I acknowledge that I have received a copy of my job description.*

*I am aware that any questions about my job performance expectations should be referred to my supervisor or department director.*

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Printed name

Signature

Date