

Customer Service Tech I

Department: Utilities/Line Maintenance

Pay Grade: 15

Hiring Range: \$14.62 - \$16.02

FLSA Status: Non-Exempt

JOB SUMMARY

Under general supervision of the Utility Superintendent and Customer Service Foreman, performs duties to include, but are not limited to, tasks relating to meter maintenance, customer account activities such as reading meters, connecting or disconnecting services, and responding to customer service complaints.

QUALIFICATIONS

Education and Experience: General Equivalency Diploma (GED) is required.

- Must be able to possess a Texas Commission on Environmental Quality (TCEQ) Class "C" Water Distribution within three years of employment.
- Must be able to possess a current TCEQ issued Customer Service Inspection certification within three years of employment.

Special Qualifications:

- Must have a valid Texas driver's license and driving record must be in compliance with city policy.
- Must submit and pass a post-offer, non-regulated drug test and thorough background checks (including criminal history).

Knowledge, Skills and Abilities:

- Must have a good working knowledge of the operation and maintenance of light to heavy construction equipment, water and sewer utility operations, and generally accepted work safety procedures.
- Related utility operation or equipment operation work experience is preferred.
- Ability to interact with the public and customers in a positive and courteous manner while responding to service complaints or requests for information.

ESSENTIAL JOB FUNCTIONS

- Completes work orders in paper or electronic format, as appropriate, to document all equipment, labor and material information and details related to the work performed.
- Performs monthly flushing of dead-end lines and responds to water quality complaints for taste, odor and appearance.

- Perform daily tasks related to meter maintenance such as replacing meter boxes and installing or removing meters.
- Repair broken meters and repair water meter leaks.
- Be able to assist in locating and mapping of utility lines.
- Respond to customer complaints in a positive and courteous manner regarding water quality or billing issue.
- Be able to be On-Call and available for overtime.
- Performs pipeline operation and maintenance tasks that include, but may not be limited to; constructing, maintaining, and replacing water or sewer mains; maintaining and replacing service lines; inspecting, diagnosing, and repairing failures in water and sewer mains; constructing and adjusting manholes and clean-outs; installing fire hydrants and valves; preparing trenches; and jet flushing and cleaning sewer lines.
- Adheres to personnel, safety, and department policies and procedures.
- Performs other duties as assigned.

PHYSICAL REQUIREMENTS

- To perform the essential functions of the job, must be able to talk, read, see, walk, and hear; have good hand, foot and eye coordination to operate and repair equipment and vehicles; follow verbal and written directives; perform strenuous physical activities that include, but may not be limited to, exerting up to 100 lbs. of pressure (meaning lifting, pushing, pulling, and carrying heavy objects, equipment, and supplies up to 100 lbs. several times a day); shoveling, crawling, bending, kneeling, and climbing on and off equipment.
- Must work extensive hours and respond within 30 minutes to an on-call or emergency callback.

WORK ENVIRONMENT

- Work is performed primarily outdoors where exposure may include dust, dirt, fumes, confined spaces, work in trenches, on level terrain, slippery, sloping, unstable and muddy terrain, and under constantly noisy conditions.
- Work in adverse environmental conditions to include inclement weather such as rain, sleet, snow, heat, sun exposure and hazardous conditions such as street traffic, fume odor, dust, mist, hazardous chemicals, and other solid waste substances, exposure to insects and noxious plants.

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.

The above job description has been reviewed with the employee and specific duties and responsibilities were explained. It was also explained that all questions concerning duties, responsibilities, working conditions, hour, etc., should be directed to the immediate supervisor.