

SUMMARY OF DUTIES : Makes field collections of utility bills, accepts applications for service, computes and collects deposits, explains service requirements and procedures to customers, connects and disconnects water and electric services; reads meters; and does related work.

Distinguishing Features : A Commercial Field Representative works alone in the field and deals directly with the public attempting to collect delinquent accounts or reading water and electrical meters. An employee in this class may encounter hostile/adverse situations in the performance of these duties. The work may require exposure to the elements and requires considerable physical stamina. The policies governing this work are well defined; however, the field work is not subject to close supervision and requires independent judgement to determine the proper course of action when confronted with unusual circumstances.

Examples of Duties : Presents and collects delinquent bills for water and electrical services; makes miscellaneous collections; takes field applications for services; delivers shut-off notices; grants extensions of time of payments; reads meters, disconnects and seals light meters; shut-off water valves on uncollected delinquent bills and credit items; investigates and verifies customer service information; serves legal summons; makes reports covering collections, deposits and irregularities; routes and schedules daily work for efficient coverage; recommends amount of deposit required; and drives automotive equipment applicable;

Accompanies other employees in the field to observe if policies and procedures are followed; writes reports on observations and investigations; investigates customer complaints on employees' conduct or collection procedures; conducts surveys of work volume in established districts; receives and investigates complaints from customers questioning accuracy of bills; makes superficial inspections of house wiring, fuses, electrical appliances, plumbing and piping; explains rates and operation of meters to customers; checks meters for irregularities; prepares operating reports and schedules;

Reads various types of meters including time of use meters; uses video display terminal to access account information; records reading and consumption in read books; reads demands meters, sets them at zero, and reseals them; verifies meter numbers; observes and reports irregular conditions of meters and services; makeminor tests of water and electric meters; collects residential electrical closing bills; and may occasionally be assigned to other duties for training purposes or to meet technological changes or emergencies.

Qualifications : A good knowledge of the organization, functions, practices, policies, procedures, rules, and regulations of the

Department of Water and Power relating to the furnishing of utility services and the collection of delinquent accounts; a good knowledge of safety as applied to field operations; a good knowledge of operation of electric and water meters; the ability to deal tactfully and effectively with other employees and the public; the ability to write clear and concise reports; and the ability to keep accurate records and files.

Two years experience as a Meter Reader or as a Commercial Service Representative, or two years experience at the level of Senior Clerk in processing water or electric service accounts or requests for such services or in contacting the public to explain water and electric services requirements and procedures is required.

License: A valid California driver's license and a good driving record are required.

Physical Requirements: Strength to perform average lifting up to 15 pounds and occasionally over 25 pounds; good speaking and hearing ability; and good eyesight.

Persons with medical limitations may, with reasonable accommodations, be capable of performing the duties of some of the positions in this class. Such determination must be made on an individual basis in light of the person's limitations, the requirements of the position, and the appointing authority's ability to effect reasonable accommodations to the limitations.

As provided in Civil Service Commission Rule 2.5 and Section 4.55 of the Administrative Code, this specification is descriptive, explanatory and not restrictive. It is not intended to declare what the duties and responsibilities of any position shall be.