

SENIOR COMMERCIAL FIELD REPRESENTATIVE, 1602

Summary of Duties : Performs highly technical inspections of water and electric meters and services for compliance with Department of Water and Power regulations; estimates charges for unmetered water and electricity; may investigate water and electric service irregularities; may supervise and work with, or assist in supervising employees engaged in the field activities of Commercial Division or Customer Services Division of the Department of Water and Power; and does related work.

Distinguishing Features : A Senior Commercial Field Representative performs highly technical inspections of water and electric services, meter connections, and appliances for compliance with Department regulations. An employee of this class may also investigate service facilities where illegal wiring, improper connections or diversion of service is involved. A Senior Commercial Field Representative may also supervise and work with, or assist in supervising and training other employees in the Commercial Division or Customer Services Division involved in the field collection of utility bills, inspection and investigation of water and electric services, turning water and electric services on and off, or reading of water and electric meters. An employee of this class has considerable public contact and is frequently required to use independent judgment in determining courses of action to be taken.

The class of Senior Commercial Field Representative is distinguished from the class of Commercial Field Representative in that employees of the latter class conduct less difficult inspections and investigations of water and electric meters and services and do not normally have any supervisory responsibility. In addition, employees of the former class must have a greater knowledge of electricity, circuitry, and basic plumbing than employees of the latter class in order to perform their regularly assigned duties.

This class is distinguished from the class of Commercial Field Supervisor in that employees of the latter class are full-time supervisors of one of several units in the Commercial Division while employees in the class of Senior Commercial Field Representative may be working supervisors or assist a Commercial Field Supervisor in supervising a unit.

Examples of Duties : Inspects water and electric services, meter connections, and appliances; investigates and reports service rate classification; estimates charges for unmetered water and electricity; interviews customers to adjust complaints or to explain the causes of high or low consumption or billing irregularities; drives automotive equipment incidental to assigned duties;

Investigates service facilities where illegal wiring, improper connections, or diversion of service is suspected or indicated; gathers evidence for use in prosecuting and in collecting settlements for such irregularities; issues and presents notices to make settlements; serves court summonses; interviews customers, makes arrangements for, and collects settlements; explains or recommends adjustments of water and electric bills; investigates and records data relative to connected loads and rate classifications; collects amounts due for unmetered or diverted service;

Assigns field books to meter readers and insures that all books are read; issues instructions and equipment to Meter Readers; receives and settles customers' complaints against Meter Readers; investigates damages to customers' property allegedly caused by Meter Readers; trains Meter Readers in the detection of jumpers and other service irregularities; requisitions, maintains, and issues uniforms;

Supervises and works with, or assists in supervising, employees in field service activities at a district office, including the field collection of utility bills, inspection and investigation of water and electric services, turning water and electric services on and off, or reading of water and electric meters; fulfills supervisory affirmative action responsibilities as set forth in the City's Affirmative Action Program; resolves customers' complaints concerning field service unit activities; makes field trips to insure adherence to established policies and to investigate harassment, accidents, and injuries involving field personnel; coordinates and may conduct the training of new employees; prepares periodic and special reports; may process completed field work and cash collected by field personnel; may review completed field investigations; and may occasionally be assigned to other duties for training purposes or to meet technological changes or emergencies.

Qualifications: A good knowledge of the policies, procedures, rules, and regulations of the Department of Water and Power related to commercial field service activities; a good knowledge of the rules and regulations of the Commercial Division and Customer Services Division relating to the furnishing of utility services; a good knowledge of the operation of electric and water meters, electric appliances, and water facilities; a good knowledge of the laws pertaining to the collection of delinquent accounts, serving legal processes, and applicable criminal law provisions; a good knowledge of the electric and water rate schedules of the Department of Water and Power; a good knowledge of safety practices and principles; a general knowledge of the principles of supervision, and common office practices and procedures; a general knowledge of memoranda of understanding as they relate to subordinate personnel; a general knowledge of the geography and topography of the City; a general knowledge of the laws and regulations related to equal employment opportunity and affirmative action; a general knowledge of City personnel rules,

regulations and procedures; the ability to deal tactfully and

effectively with the public, sometimes under adverse conditions; the ability to maintain routine records; and the ability to write clear and concise reports.

One year of experience as a Commercial Field Representative or in a class at that level which provides experience in the turning on and off of water or electric services, or in the field collection of utility bills is required for Senior Commercial Field Representative.

License: A valid California driver's license is 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 person's 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 all of the duties and responsibilities of any position shall be.