

07-08-1988

WATER SERVICE REPRESENTATIVE, 1693
SUPERVISING WATER SERVICE REPRESENTATIVE, 1697

Summary of Duties : Makes field investigations to determine water service requirements; advises and consults with customers or their representatives in the office, on the telephone or in the field regarding water service requirements, agreements, problems, irregularities, and complaints; determines applicable charges and rates; and arranges for temporary services; or supervises employees engaged in such work or related office work; personally handles or supervises the more involved cases; plans, directs, and coordinates the making of business arrangements to furnish water services; supervises the interpretation and application of rules and rates in the rendition of water service; and does related work.

Distinguishing Features : A Water Service Representative contacts customers from the office or in the field to furnish information, advice, and assistance relative to water service including making business arrangements and determining applicable water rates. The work entails investigation and solution of water service problems. It requires independent judgment in evaluating observed field conditions in terms of existing policies, ordinances, rules, and regulations governing the supply of water and water services by the Department of Water and Power. An employee of this class is responsible for establishing and maintaining good public relations with customers.

A Supervising Water Service Representative supervises employees engaged in resolving customer problems and complaints, making business arrangements for water service, and determining and applying rates and charges. Employees assigned to these positions are responsible for determining the details of work methods and for coordinating the work of subordinates; and may personally resolve the more difficult problems involving water services.

One Supervising Water Service Representative position is responsible for directing the field and office activities necessary in making business arrangements to furnish water services. A person in this position receives instructions in terms of objectives and determines general working methods and the organization and presentation of completed work; exercise considerable judgment in giving advice on the proper interpretation and application of ordinances, regulations, policies, and procedures relating to water services; and makes recommendations. Fulfills supervisory Affirmative Action responsibilities as set forth in the City's Affirmative Action Program.

Example of Duties : Water Service Representative : Conducts investigations to determine water service requirements from the office and in the field; advises and consults with customers relating to business arrangements including financing, service location, and construction schedule for the installation, extension, removal, and modification of water services; determines applicable rates and

charges for existing and anticipated services; coordinates the furnishing of water service with other governmental organizations; resolves such water service problems and complaints as low pressure, inadequate supply, area development and system charges; recommends special rates; investigates and reports irregularities and violations of regulations and agreements regarding the use of particular water services; installs, operates, and removes control valves for temporary services; keeps records; and prepares considerable correspondence and reports.

Supervising Water Service Representative: Supervises field employees engaged in the above work or office employees engaged in related work; assigns and reviews subordinates' work, confers with and advises them regarding difficult problems or work methods, policies, rules, regulations, and procedures; coordinates subordinates' activities; and resolves the more difficult problems involving customer relations, unusual facility requirements, and special rates and charges; explains and gives advice on department regulations, pertinent ordinances and construction requirements; authorizes refunds and billing adjustments; issues billing memoranda for special rates; conducts studies, develops and conducts training; reviews water service contracts; prepares correspondence, estimates, and reports, and updates charges for water facilities on an annual basis.

Directs field and office activities necessary in making business arrangements to furnish water service; negotiates and makes business arrangements for the installation of complex or unusual services in tracts, subdivisions, and industrial and commercial developments; and recommends changes in rules, regulations, and procedures.

Employees in these classes may be assigned to other duties for training purposes or to meet technological changes or emergencies.

Qualifications :

<u>Knowledges</u>	<u>Water Service Representative</u>	<u>Supervising Water Service Representative</u>
Ordinances, rules, regulations, policies, and procedures concerning water rates, water system extensions, service connections, and supply facilities of the Department of Water and Power;	General	Good
<u>Knowledges (Cont)</u>	<u>Water Service Representative</u>	<u>Supervising Water Service Representative</u>

Principles and techniques of effective written and oral business communications;	General	Good
Financial arrangements required in connection with water system extensions and service connections to serve subdivisions and other vacant properties;	General	Working
Organization and functions of the Department of Water and Power pertaining to the furnishings of water services;	General	Working
Water service requirements of residential, commercial, industrial, and construction projects, including fire service regulations;	General	Working
Principles of office administration and supervision;	General	Working
Office procedures, including filing methods;	General	Working
Usual causes and correction of low pressure, noise, and other trouble in consumers' plumbing systems;		General
Civil Service Commission Rules		General
<u>Abilities</u>		
Read and interpret maps, legal descriptions, and records of the water distribution system;	x	x
Perform arithmetical calculations using standardized formulas and tables;	x	x
Maintain records, and prepare well written correspondence and reports;	x	x

Supervising
Water Service
Water Service
Abilities (Cont)
Representative
Representative

Deal tactfully and effectively with employees and the public in explaining and applying ordinances, rules, and regulations governing the furnishing of water service;

x x

Plan and supervise the work of subordinates and to develop working procedures.

x

Three years of full-time paid experience in a position at the level of Senior Clerk performing work in one or more of the following: a) providing services at a public counter; b) public contact field work; c) providing water services; d) calculating utility fees and charges and collecting money from the public, or e) providing data and information pertaining to water facility installations, water services and meters, and charges collected is required for Water Service Representatives.

Three years of experience at the level of Senior Clerk in: providing services at a public counter; public contact field work; providing water services; or calculating fees and charges and collecting money from the public is required for Water Service Representative.

Two years of full-time paid experience as a Water Service Representative or in a class at that level performing work in one or more of the following: a) making business arrangements for water service; b) compiling and analyzing cost data or preparing reports relative to water facilities installations, methods, or procedures; or c) interpreting, revising or applying Water System rules, rates and policies in the rendition of water service is required for supervising Water Service Representatives.

Two years of experience as a Water Service Representative or in a class at least at that level and which provides experience in making business or technical arrangements for water service is required for Supervising Water Service Representative.

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

Physical Requirements : Both Classes : Strength to perform average lifting of less than 5 pounds and occasionally over 15 pounds; the agility and muscular coordination as required when installing control valves on temporary services and making field inspections to determine

water service requirements; good speaking and hearing ability; and good eyesight.

Persons with medical limitations may, with reasonable accommodation, be capable of performing the duties of some of the positions in these classes. 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. d e

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.