

Approved March, 2007
Proposed May, 2018

CITY OF SANTA CLARA, CALIFORNIA
UTILITY FIELD SERVICES WORKER
(897)

EDUCATION AND EXPERIENCE

Minimum Qualifications:

- Graduation from high school or possession of a GED and
- Two (2) years of meter reading experience with the City of Santa Clara.

LICENSE

Possession of a valid California Class C driver's license is required at the time of application and for the duration of appointment.

DISTINGUISHING CHARACTERISTICS

The Utility Field Services Worker is a classified position in the Municipal Services Division of the Finance Department requiring judgment and interpretation related to technical knowledge of meter reading and meter service techniques of electric and water meters. The Utility Field Services Worker responds to customer inquiries, investigates possible energy diversion incidents, and checks the condition of meter connections and meter seals.

TYPICAL DUTIES

Duties may include, but are not limited to, the following:

- Responds to customer inquiries regarding high bill complaints and other issues associated with meter reading and utility services
- Turns on and off electric and water service
- Conducts ring outs for new service connections
- Investigates "ghost consumption", access problems, and notifies supervisor of possible energy diversion incidents
- Verifies accuracy of computer system information relevant to readings, consumption, and access
- Checks the general condition of meter connections and meter seals
- Performs meter rereads and meter reading as needed
- Organizes distribution of service orders and geographical sequencing
- Drives a City vehicle, walks long distances, climbs stairs and lifts heavy objects
- Make contact with customers prior to shut-off for non-payment
- Assists in the training of new Utility Field Services Workers
- Performs other duties as assigned

KNOWLEDGE, SKILLS, AND ABILITIES

Knowledge of:

- Meter reading methods and procedures
- Environmental and safety practices, procedures and standards

UTILITY FIELD SERVICES WORKER (continued)

- Principles and practices of investigative methods of meter tampering detection
- Principles and practices of customer service
- City of Santa Clara street names, locations, and geography
- Meter codes
- Access information

Ability to:

- Evaluate situations, identify problems, make logical decisions, and follow through on resolution
- Use independent judgment in dealing with customer issues and problems of moderate complexity
- Interpret and apply technical knowledge to meter reading and meter service techniques
- Effectively handle multiple priorities, organize workload and meet strict deadlines
- Operate a mobile device/computer and computer programs, such as e-mail, word processing, spreadsheets, and database programs
- Communicate effectively, both orally and in writing
- Work in a team-based environment and achieve common goals
- Establish and maintain effective working relationships with those contacted in the course of work, including the general public and other City departments
- Train and provide technical assistance and guidance to new Utility Field Service Workers
- Retrieve data using computer programs for documenting field inspection findings
- Make simple arithmetical calculations quickly and accurately
- Perform physical labor including lifting up to 50 pounds of static weight
- Walk or stand for extended periods of time
- Bend, stoop, reach, carry, crawl, climb, and lift as necessary to perform assigned duties

SUPERVISION RECEIVED

Works under the general supervision of Utility Field Services Supervisor.

SUPERVISION EXERCISED

None.

OTHER REQUIREMENTS

Must be able to perform all of the essential functions of the job assignment.

LEGEND:

Additions

Deletions

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Minimum Qualifications:

- Graduation from high school or possession of a GED and
- Two (2) years of meter reading experience with the City of Santa Clara.

LICENSE

Possession of a valid California Class C driver's license is required *at the time of application and for the duration of appointment.*

DISTINGUISHING CHARACTERISTICS

The Utility Field Services Worker is a classified position in the Municipal Services Division of the Finance Department requiring judgment and interpretation related to technical knowledge of meter reading and meter service techniques of electric and water meters. The Utility Field Services Worker responds to customer inquiries, investigates possible energy diversion incidents, and checks the condition of meter connections and ~~seal~~-meters *seals*.

TYPICAL DUTIES

~~Each position in this classification may not include all of the duties listed below, nor do the examples cover all duties that may be performed.~~

Duties may include, but are not limited to, the following:

- Responds to customer ~~inquires~~*inquiries* regarding high bill complaints and other issues associated with meter reading and ~~field-utility~~ services;
- ~~• Calls customers prior to shut-off for non-payment;~~
- Turns on and off electric and water service;
- ~~e~~*C*onducts ring outs for new service connections;
- Investigates "ghost consumption", access problems, and notifies supervisor of possible energy diversion incidents;
- Verifies accuracy of computer system information relevant to readings, ~~and~~-consumption, *and access;*
- Checks the general condition of meter connections and ~~seals~~-meters *seals*~~after servicing account;~~
- Performs meter rereads and ~~casual~~ meter reading *as needed;*
- Organizes distribution of service orders and geographical sequencing;
- *Drives a City vehicle, walks long distances, climbs stairs and lifts heavy objects*
- *Make contact with customers prior to shut-off for non-payment*

UTILITY FIELD SERVICES WORKER (continued)

- Assists in the training of new Utility Field Services Workers;~~and~~
- Performs other duties as assigned~~;~~

KNOWLEDGE, SKILLS, AND ABILITIES

Knowledge of:

- Meter reading methods and procedures~~;~~
- Environmental and safety *practices, procedures and standards*~~techniques; and~~
- Principles and practices of investigative methods of meter tampering detection~~;~~
- *Principles and practices of customer service*
- City of Santa Clara street names, locations, and geography~~;~~
- Meter codes~~;~~
- Access information~~;~~

Ability to:

- Evaluate situations, identify problems, make logical decisions, and follow through on resolution~~;~~
- Use independent judgment in dealing with customer issues and problems of moderate complexity~~;~~
- Interpret and apply technical knowledge to meter reading and meter service techniques~~;~~
- ~~Organize daily work assignments and service requests;~~
- Effectively handle multiple priorities, organize workload and meet strict deadlines~~;~~
- ~~Use~~ *Operate a mobile device/computer and common* computer programs, such as e-mail, word processing, ~~and~~ spreadsheets, *and database programs*~~;~~
- Communicate *effectively, both orally and in writing*~~verbally in a clear and effective manner;~~
- Work in a team-based environment and achieve common goals~~;~~
- Establish and maintain effective working relationships~~s~~ with those contacted in the course of work, *including the general public and other City departments*~~;~~
- ~~Deal tactfully and courteously with the public;~~
- Train and provide technical assistance and guidance to new Utility Field Service Workers~~;~~
- Retrieve data using computer programs for documenting field inspection findings~~;~~
- Make simple arithmetical calculations quickly and accurately~~;~~
- *Perform physical labor including lifting up to 50 pounds of static weight*
- Walk or stand for extended periods of time~~;~~~~and~~
- Bend, stoop, reach, carry, crawl, climb, and lift as necessary to perform assigned duties~~;~~

SUPERVISION RECEIVED

Works under the general supervision of Utility Field Services Supervisor.

SUPERVISION EXERCISED

None.

OTHER REQUIREMENTS

Must be able to perform all of the essential functions of the job assignment.