



DATE	May 2015
JOB CODE	
FLSA	NON-EXEMPT
EEO	

JOB TITLE: Field Service Technician
 DEPARTMENT/DIVISION: Finance
 REPORTS TO: Meter Services Supervisor

SUMMARY: Responsible for performing field service for utility billing to include connecting or terminating services; retrieving in-field audits; inputting monthly stats; performing PC entry of meter reads and prioritizing daily work. Work is performed with limited supervision.

ESSENTIAL JOB FUNCTIONS:

- Terminates utility services for non-payment and restores services after payments are received.
- Connects and terminates services for customers moving in and out of the City.
- Retrieves in-field audits of reads for billing staff.
- Assists in conducting field readings of residential and commercial meters. Logs results utilizing established guidelines.
- Provides customer service by responding to, investigating, and resolving complaints related to high billings. Enters requests for service into applicable database.
- Enters meter read data into applicable database.
- Prioritize and assign daily read schedules, service requests and late notice tags.
- Primary contributor in creating and modifying monthly meter read schedules.
- Primary contact for call center, UCS and Public Works for service order completion.
- Trains staff on new procedures and new areas.
- Performs other duties as assigned.

SUPERVISORY/BUDGET RESPONSIBILITIES:

- Team Lead - Provides daily assignments for reading staff with supervisor direction.

KNOWLEDGE, SKILLS, AND ABILITIES:

- Knowledge of City geography;
- Skilled in prioritizing and assigning work;
- Skilled in providing customer service;
- Skilled in reading maps;
- Skilled in interpreting, applying, and explaining policies and procedures;
- Skilled in keyboarding;
- Skilled in correlating meter reads to customer billings;
- Skilled in preparing and maintaining records;
- Skilled in operating a computer and related software applications;
- Skilled in communicating effectively with a variety of individuals.
- Skilled in maintaining call log records.

MINIMUM QUALIFICATIONS:

- High School Diploma or G.E.D.
- Two years of residential and commercial meter reading experience.
- Requires a valid Texas Driver's License.

PREFERENCES:

- None.

WORKING CONDITIONS:

- Frequent climbing, balancing, reaching, sitting, standing, stooping, kneeling, crouching, walking, talking, seeing, hearing, smelling, and manual dexterity.
- Occasional lifting and carrying up to 100 pounds.
- Work is typically performed in both standard office and outdoor environments, with potential exposure to adverse weather conditions.
- Work is performed in close quarters and high and precarious places.

CONDITIONS OF EMPLOYMENT:

- Must pass pre-employment drug test.
- Must pass criminal history check.
- Must pass motor vehicle records check.
- Obtain a Class 'D' Water license