

## **FIELD UTILITY SERVICE SPECIALIST TRAINEE - CUSTOMER SERVICE**

### **JOB DESCRIPTION**

**Classification Responsibilities:** A Field Utility Service Specialist Trainee - Customer Service is responsible for learning and becoming proficient in all technical aspects related to the connection and disconnection of water, natural gas, and electric utility services for scheduled, unscheduled, and credit related orders. An employee in this class is also a first responder, whose job it is to respond, evaluate, investigate, secure and repair, if possible, potential scenarios associated with emergency response in the water distribution system. Duties for this class include: ensuring the deliverance of safe, quality utility services to customers; conducting high bill investigations associated with customer complaints and City inquiries for all utilities; investigating reports of illegal utility use; and accurately obtaining and recording water, natural gas, and electric meter readings both visually and through the use of radio signals. An employee of this class also analyzes utility problems and determines immediate and time-sensitive corrective actions. The employee learns a variety of specialized utility service work in the installation, maintenance, diagnosis and repair of water and sewer problems and meters. The trainee class also will learn the maintenance, calibration and proper use of specialized electronic equipment. The safe operation of a City-owned motor vehicle is imperative in this classification.

The Field Utility Service Specialist Trainee - Customer Service is required to obtain the necessary skills to ensure both City and customer-owned water valves function properly, meters register water use correctly, and water utility lines are secure and do not leak. This is integral to maintaining the integrity of both the customer and City water lines following parameters set forth by the Arizona Department of Environmental Quality (ADEQ). Field Trainees also learn to conduct an extensive leak survey when gas service is established or re-established. This involves visually and mechanically adjusting, tightening, and/or repairing pipes, fittings, exposed connections, valves, joints, etc., to ensure there are no gas leaks, as well as checking for a significant amount of gas appliance-related code deficiencies. Gas pressure is verified and adjusted at the regulator if necessary and confirmation of the odorant Mercaptin is ensured. When electricity is connected, this class is responsible for conducting a visual inspection of the area for code violations along with checking the City (line side) for proper voltage, the customer (load side) for backfeed, and inspecting the breakers/fuses to ensure proper functionality. During all instances noted above, members in this class inspect for, report, and investigate reports of unauthorized utility use and diversion. This class is required to be available for emergency call-out. The position performs related work as required.

**Distinguishing Features:** This is a trainee class in which the employee learns to perform the full scope of duties of a Field Utility Service Specialist - Customer Service through an on-the-job training program. An employee of this class is trained in all assignments related to the technical aspects of connecting and disconnecting water, natural gas, and electric utility services. Employees in this classification can progress to the Field Utility Service Specialist - Customer Service class by non-competitive promotion upon meeting the specific criteria-based promotion requirements of performance.

A significant element of this work is safety-related with a heavy emphasis on the technical aspect associated with water, gas, and electric connects and disconnects. Field Trainees are ultimately responsible for ensuring the integrity and safe operating characteristics of both City and customer utility lines. During emergency situations such as mainline breaks, reported leaking valves, and sabotage attempts which present a threat to the utility, the Trainee class will be trained to use independent judgment to secure the problem and make critical decisions without endangering life, property or the

environment. As training progresses, this class is also expected to exercise independent judgment in decisions related to utility services both technical and customer related. This work includes regular face-to-face customer contact, some of which involves notification and disconnection due to delinquent account status. This type of public contact is stressful as it often entails confrontational meetings. In all situations, it is important that the employee exercise a high degree of discretion and courtesy in dealing with the customer. Employees must be physically fit for the considerable walking, bending, climbing, and occasional lifting involved. Job hazards include: considerable driving; possibility of animal encounters; and exposure to inclement weather conditions. The employee is required to use appropriate safety equipment and procedures in performing assignments. Work is subject to scheduled overtime, shift work, and emergency call-outs. A Field Supervisor - Customer Service Operations supervises this class. This class is FLSA nonexempt.

## QUALIFICATIONS

**Employee Values:** All employees of the City of Mesa are expected to uphold and exhibit the City's shared employee values of Knowledge, Respect, and Integrity.

**Minimum Qualifications Required.** Any combination of training, education, and experience equivalent to graduation from high school or GED. Two years full-time employment in reading and/or repairing water, gas, and/or electric meters *or* one-year full-time employment as a City of Mesa Meter Reader.

**Special Requirements.** Must possess a valid Class D Arizona Driver's License by hire date. Must obtain a Grade I (or higher) Water Distribution System Operator certification from the Arizona Department of Environmental Quality (ADEQ) within one year of hire or promotion date. Must successfully complete gas operator qualification and electric safety training administered by the Energy Resources Department within one year of hire or promotion date.

**Substance Abuse Testing.** This class is subject to Department of Transportation (DOT) Pipeline and Hazardous Materials Safety Administration (PHMSA) drug and alcohol testing as outlined in 49 Code of Federal Regulations (CFR) Part 199.

**Preferred/Desirable Qualifications.** Significant (three years), full-time experience connecting and disconnecting water, electric, and gas utilities.

## ESSENTIAL FUNCTIONS

**Communication:** Explains meter reading/utility billing schedules, policies, and procedures as well as water, gas, and electric safety-related customer service matters to City utility customers. Informs delinquent customers of pending utility turn-off by face-to-face contact or by hanging delinquent notices on the customers' doors. Explains the delinquent utility turn-off process, including deadlines and penalties, to customers whose utilities are being disconnected for nonpayment. Explains code deficiencies and violations in the areas of appliance installation and operation to City utility customers. Assists customers in locating water leaks.

**Manual/Physical:** Turns on water, gas, and/or electric utilities to establish service for the customer by opening valves, removing electric meter boots, removing plugs, and/or replacing meters as necessary to provide requested utility services. Disconnects water, gas, and electric service by locking off, as

necessary to ensure the deliverance of utilities has been stopped. Creates bar probe holes to effect underground leak detection. Makes repairs, changes, and/or adjustments to enable service to be safely established. Reads and records initial and final meter readings when service is connected/disconnected to facilitate accurate customer billing. Checks all exposed gas lines, connections, and joints with a leak detection fluid and/or electronic gas detector to identify leaks. Checks all appliances for proper installation and safety devices. Requires considerable walking, bending, climbing, and occasional lifting. Operates a City vehicle requiring a standard Arizona Driver's License to travel to work sites and transport equipment. Meets scheduling and attendance requirements.

**Mental:** Recognizes real and potential safety-related hazards associated with water, natural gas, and electric utilities. Maintains and continually improves requisite knowledge, skills, and abilities associated with the connection and disconnection of all City utilities.

**Knowledge/Skills/Abilities:**

Knowledge of:

City of Mesa Customer Information System (CIS);  
City of Mesa delinquent utility account collection procedures;  
City of Mesa building and utility services codes and safety procedures including Uniform Plumbing Code;  
mechanical procedures used to lock off and/or remove various types of utility meters;  
general meter reading, utility billing, and other customer-oriented policies and procedures;  
safety precautions for working in close proximity to water, natural gas, and electricity;  
City of Mesa geography as it pertains to streets and addresses;  
City of Mesa utility service connection policies and procedures; and  
the mechanics of water, gas, and electric meter operation.

Skills in:

the use of small hand tools;  
operating a vehicle;  
map reading;  
use of a laptop computer; and  
use of computer programs.

Ability to:

exercise a high degree of tact and courtesy in dealing with City utility customers;  
follow detailed instructions in completing gas leak detection surveys and inspections;  
light and adjust gas appliance pilots;  
effectively express ideas to others both verbally and in writing;  
understand federal, state and city codes and procedures relating to the safe operation of utilities; and  
interact with coworkers, other City staff, and customers to establish and maintain effective work relationships.

The duties listed above are intended only as general illustrations of the various types of work that may be performed. Specific statements of duties not included does not exclude them from the position if the work is similar, related, or a logical assignment to the position. Job descriptions are subject to change by the City as the needs of the City and requirements of the job change.

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JOB FCTN-GEN

INCREMENTS 53-200

PAY GRADE: 45

IND-7520

SWORN-No