

FIELD UTILITY SERVICE SPECIALIST – CUSTOMER SERVICE

JOB DESCRIPTION

Classification Responsibilities: A Field Utility Service Specialist - Customer Service is responsible for 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 responsibility it is to respond, evaluate, investigate, secure and repair, if possible, potential scenarios associated with emergency response in the water distribution system. Duties include: ensuring the delivery of safe, quality utility services to customers, conducting high bill investigations associated with customer complaints, investigating reports of illegal utility use, and accurately obtaining and recording water, natural gas and electric meter readings both visually and through radio signals. The Field Utility Service Specialist - Customer Service is responsible for ensuring 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 class is required to conduct an extensive leak survey when gas service is established or re-established. This involves 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 presence of the odorant Mercaptan 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 back feed, and inspecting the breakers/fuses to ensure proper functionality. During all instances noted above, members in this class inspect for, investigate and follow up on all reports of unauthorized utility use and diversion. Employees in this class act in a supervisory role as Supervisor in Charge in responding to water emergencies after normal business hour situations. Performs related work as required.

Distinguishing Features: A significant element of this work is safety-related with heavy emphasis on the technical aspect associated with water, gas, and electric connects and disconnects. Employees in this class are expected to exercise independent judgment in decisions related to utility services, both technical and customer related. This work involves considerable driving, public contact, possible animal encounters, working near automobile traffic and underground utility lines, and exposure to hazardous chemicals under all weather conditions. Employees are required to use and maintain appropriate safety and personal protective equipment following safety procedures in performing assignments. This class is subject to emergency call-out and incumbents must be available to work scheduled stand-by and overtime on nights, weekends and holidays as required. This class reports to a Field Supervisor – Customer Service who reviews work through meetings, conferences, and results achieved. 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. Considerable (3 - 5 years) full-time employment in reading and/or repairing and maintaining water, gas and/or electric meters, or two years full-time

employment as City of Mesa Meter Reader, Field Utility Service Specialist Trainee – Customer Service, Utility Service Worker, or Meter Maintenance/Irrigation Technician.

Special Requirements. Must possess a valid Arizona Driver's License by hire date. Must possess a Grade I (or higher) Water Distribution Operator certification from the Arizona Department of Environmental Quality (ADEQ) or equivalent certification from another state through reciprocity with Arizona by application date. Certification through reciprocity must be obtained within 3 months of hire or promotion. Must successfully complete Customer Information System (CIS) training, gas operator qualification and electric safety training administered by the Energy Resources Department to successfully complete probation, and retain all certifications throughout employment.

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

Preferred/Desirable Qualifications. Significant (5+ years) full-time experience connecting and disconnecting water, gas and electric meters. Experience operating a personal computer (PC).

ESSENTIAL FUNCTIONS

One position may not include all of the essential functions, knowledge and abilities listed, nor do the listed examples include all the knowledge and abilities which may be found in positions of this classification.

Communication: Communicates directly with the general public, homeowners, other City employees, management, contractors and public officials during emergency response conditions, which requires precise and authenticated information and data to be conveyed and/or documented for record. 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 handing 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 City code deficiencies and violations in the areas of appliance installation and operation to City utility customers. Assists customers in locating water leaks. Explains to the public the need for issuing hazardous tag warnings and/or locking off City of Mesa utilities due to delinquencies or unsafe operating conditions as well as water quality, meter calibration and leak search issues. Prepares and/or completes documents (written or by computer), CIS orders, customer contacts, outage forms, leak reports and meter repair forms clearly and properly to document work performed. Documented forms from this employee class are subject to legal proceedings and stored as legal documents as referenced in the Code of Federal Regulations 49, Part 192. This employee class troubleshoots appliance problems and makes necessary repairs to resolve problems caused by gas interruption and upon customer request.

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/or electric service by locking off, as necessary, to ensure the deliverance of utilities has been stopped. Creates bar probe holes to effect underground gas 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. Accesses and enters data or information using a personal computer. Checks all exposed gas lines, connections, and joints with a leak detection fluid and/or electronic gas detector to identify gas appliance and line leaks. Inspects, monitors and evaluates gas piping and appliances to determine compliance with prescribed operating and safety standards. Distinguishes colors to check Blue Staking and electrical wiring in gas appliances. Checks all appliances for proper installation and safety devices. Reviews the work products of others to ensure compliance with standard operating procedures, DOT Pipeline Safety Standards, and federal regulations. Requires considerable walking, bending, climbing and the occasional lifting. Operates a City vehicle requiring a standard Arizona Driver's License to travel to work sites and transport equipment. Uses common and specialized hand tools to set and remove water, gas and electric meters. Repairs and/or replaces valves, vault lids, boxes, doors and water meters. Replaces hardware on piping. Moves and may lift heavy objects (80-125 lbs) for distances up to 50 feet using assistive devices to install meter boxes. Secures perimeters, where necessary, in case of a water leak emergency including working directly with Mesa Police and Mesa Fire Department Command. Works in a variety of weather conditions while performing normal job duties such as water meter sets and emergencies. May also work in small, cramped areas. Lights pilots on gas appliances. May work at elevated levels over 10 ft while serving gas furnaces (roofs and attics). Uses plat books for locating main valves for emergency shutdown. Evaluates cause of excessive fuel bills, gas pressure and outage problems. Investigates, repairs and secures water leaks at City mains, service lines, irrigation systems, water meters, valves, pipes, fittings and hydrants. Responds to water quality calls investigating cloudy, milky, discolored, bad taste, and odor complaints. Takes chlorine samples to test water quality. Resolves high and low water pressure problems as well as water bill complaints by taking pressure and volume reads. Performs upgrades, exchanges and minor repairs on water meters. Repairs and replaces boxes, pipes, fittings and valves. Advises customers of conditions which do not meet federal, state and City codes. Locks off inactive meter and services and relocates water meters. Checks methane odor to ensure proper ventilation and reports findings to customer and supervisor so appropriate action can be taken. Lights and adjusts the pilot on all appliances and checks for carbon monoxide leakage from burner box to vent pipe. Red tags unsafe and hazardous appliances. Cleans work area and service vehicle. 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. Prioritizes assigned work specific to importance and urgency related to public safety. Investigates and determines the cause of a leak and repairs or advises the appropriate party. Completes appropriate paperwork, forms and service orders (written or by computer). Understands and/or interprets blueprints, schematic drawings, and plat maps specific to above ground and underground water, gas and wastewater City and customer side utilities. Updates plat and quarter section books and utilizes construction plans for locating main valves and utility underground infrastructure. Evaluates the cause of excessive fuel bills, gas pressure and outage problems. Resolves problems at customer's request or those problems cause by gas service interruption. Identifies blue stake markings, schematics and electrical wire at gas appliances. Maintains a stock of supplies used in the installation and repair of water meters and service lines. Performs supervisory responsibilities during the supervisor's absence (example: assigning work areas, preparing and reviewing appropriate paperwork, responding and resolving escalated calls).

Knowledge and Abilities:

Knowledge of:

gas, water and electric meters, gas appliances, regulators, relief valves, pressure reducing valves, antisiphon devices, and other apparatus used in the delivery of utilities;
gas leak detection procedures and ability to properly utilize and calibrate electronic gas detection and carbon monoxide detection equipment;
must maintain knowledge, skills, and abilities to execute emergency water, gas and electric incident safety procedures;
Mesa CIS;
Code of Federal Regulations (CFR 49) parts 190,191,192 and 199; City of Mesa Operations and Maintenance Manual;
utility service and customer service operations procedure manuals;
Arizona Blue Stake Law;
Mesa delinquent utility account procedures;
Mesa building and utility service codes and safety procedures including Uniform Plumbing Code;
mechanical procedures used to lock off and/or remove various types of utility meters;
standard construction technology and right-of-way laws; general meter reading, utility billing, and other customer-oriented policies and procedures;
required safety precautions for working in close proximity to water, natural gas and electricity;
City of Mesa geography as it pertains to streets and addresses;
Mesa utility service connection policies and procedures; and
mechanics, materials and equipment used in the installation, construction and repair of water, gas, and electric meter and utility operation.

Ability to:

work independently under limited supervision and stressful conditions relating to emergency response;
exercise a high degree of tact and courtesy in dealing with City utility customers;
handle difficult customer related situations pertaining to irate customers and delinquent billing;
enforce and follow established procedures and policies affecting utility service to the customer;
follow detailed instructions in completing gas leak and detection surveys and inspections;
effectively express ideas to others both verbally and in writing;
light and adjust gas appliance pilots;
operate a personal computer to process service requests;
interact with coworkers, other City staff and customers to establish and maintain effective work relationships;
prioritize daily work assignments based on severity of the problem, potential danger to the public and potential loss to the City;
respond to emergency water calls (mainline breaks, leaking valves) and identify, isolate, and secure the problem in order to protect life, property and the environment;
coordinate work and field activities with crew leaders, first line supervisors, engineering inspectors, building inspectors and other City personnel; and
understand federal, state and City codes and procedures relating to the safe operation of utilities.

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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EEO-S/M

JOB FCTN-TEC

INCREMENTS 53-200

PAY GRADE: 48

IND-7520

SWORN-No