

FIELD COORDINATOR - CUSTOMER SERVICE

JOB DESCRIPTION

Classification Responsibilities: A Field Coordinator - Customer Service is the primary liaison between Meter Maintenance/Irrigation Technicians, Meter Readers, Water Meter Technician Is/IIs, Field Utility Service Specialists – Customer Service and their first-line supervisors. Field Coordinators perform a variety of skilled tasks in meter maintenance, meter reading, emergency response, irrigation and connection/disconnection of water, gas, and electric service for City utility customers. Employees in this class assigned to the Water Meter Shop also perform skilled tasks in water meter replacement, water meter testing, and backflow testing. This position will work with staff to analyze utility problems and determine immediate and time sensitive corrective actions. An incumbent in this class provides assistance to the Field Supervisor - Customer Service Operations (CSO) by independently preparing daily work schedules, training new personnel in the field, providing performance evaluation inputs, conducting routine scheduled and unscheduled field audits, and assisting staff members with extraordinary issues. A Field Coordinator - Customer Service is responsible for handling difficult customer complaints, answering customer questions regarding the collection of delinquent accounts, responding to high bill complaints, meter test results, and investigating cases of utility diversion/theft. An employee in this class is subject to adverse weather conditions. Work is performed under hazardous conditions associated with natural gas and electricity. This class performs related duties as required.

Distinguishing Features: The Field Coordinator - Customer Service is responsible for managing and directing the activities of all workers including, but not limited to, training, assigning, scheduling, and evaluating employees in field operations by exercising considerable initiative and independent judgment to ensure that the quality and quantity of work performed is in compliance with applicable safety standards and operating policies. Employees in this class are expected to work flexible hours, which may occasionally require a different starting time. Work in this class is also subject to overtime, shift work, and 24-hour call-out for emergency situations. A Field Coordinator - Customer Service reports to a Field Supervisor – CSO who evaluates work through meetings, conferences, reports, and overall results achieved. An employee of this class is required to use appropriate safety equipment and follow safety procedures in performing assignments. 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 reading water, gas, or electric meters. A minimum of one-year experience connecting and disconnecting water, gas, or electric utility services.

Special Requirements. Must possess a valid Arizona Driver's License by hire date. Must possess a Grade I (or higher) Water Distribution 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 three 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 must retain certifications throughout employment. **Water Meter Shop Assignment:** Must obtain a valid Backflow Prevention Assembly General Tester Certification within one year of hire/promotion date. Must maintain City of Mesa Forklift Operator Certification.

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. Graduation from an accredited college or university with an Associate's Degree or higher is preferred. Some (6 months - 1 year) experience in a supervisory or lead capacity is highly desirable.

ESSENTIAL FUNCTIONS

Communication: Communicates both verbally and in writing with the general public, contractors, and other City employees in order to train and oversee the work of Customer Service Field Operations staff and deal courteously with utility customers. Produces written documents, using clearly organized thoughts, proper sentence structure, punctuation, and grammar in order to effectively express ideas to others. Resolves a variety of issues through direct communication with angry, hostile, and/or confused customers.

Manual/Physical: Turns water, gas, and/or electric utility service on and off per customer request or as instructed by Customer Service Field Operations. Assists with emergency response calls concerning water issues. Installs and removes water and electric meters. Follows established procedures for the safe installation of electric meters by performing safety checks to ensure the detection of back-feed from unauthorized use of electric utilities by customers. Checks all exposed gas lines, connections, joints, and appliances for leaks during a gas turn on. Uses a variety of hand tools, voltage detection equipment, and gas leak detection equipment. Confronts and controls dogs on their own territory in order to gain access to meters. Responds to the illegal diversion of utilities, by investigating the circumstances, removing the diversion devices and/or the actual meter, and coordinating effective follow-up with law enforcement and/or CSO - Billing and Account Maintenance, Credit Services, and Call Center personnel. Uses photography equipment to take pictures at customer locations to record such things as hazards or utility diversions. Operates a motor vehicle requiring a standard Arizona Driver's License to drive to work sites and transport equipment. Must meet scheduling and attendance requirements.

Mental: Directs, assigns, prioritizes, and reviews the work of subordinate personnel to ensure conformance to standards. Learns job-related material through on-the-job training. Distinguishes and/or identifies the diversion of utilities. Estimates utility usage in cases of diversion or unauthorized use based upon usage history and the current usage of similar residences or businesses. Conducts safety meetings and arranges for safety training from other City departments. Administers the uniform and safety shoe programs. Operates and maintains the current meter reading and/or service order automated system(s).

Knowledge/Skill/Abilities:

Knowledge of:

City of Mesa utility service connection policies and procedures;
City of Mesa geography as it pertains to streets and addresses;
the City of Mesa Utility Billing System;
meter reading, utility billing, irrigation, emergency response, and other customer service operations and customer service oriented policies and procedures;
the mechanics of water, gas, irrigation, and electric meter operation; and
the safety precautions and procedures for working with water, gas, and electric utilities.

Skill in the use of hand tools, voltage detection, and gas leak detection devices.

Ability to:

oversee staff;
exercise a high degree of tact and courtesy when dealing with City utility customers;
interact with coworkers, other City staff, and the public to establish and maintain effective working relationships;
maintain City uniform and personal appearance in order to be presentable to customers and the general public;
use the City of Mesa Utility Billing System to enter and retrieve data for researching billing inquiries, meter history, service order updates, and account documentation;
work independently in the absence of supervision;
read and interpret utility and related records; and
communicate clearly and concisely, verbally and in writing.

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-GEN

INCREMENTS 53-200

PAY GRADE: 49

IND-7520

SWORN-No