

DATE	May 2007
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 collecting portable meter revenue. 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.
- Performs meter revenue collection activities.
- Participates in preparing and revising meter read schedules.
- Performs other duties as assigned.

## SUPERVISORY/BUDGET RESPONSIBILITIES:

• None.

## **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.

# MINIMUM QUALIFICIATIONS:

- 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.