



<b>DATE</b>	August 2023
<b>JOB</b>	
<b>FLSA</b>	NON-EXEMPT
<b>EEO</b>	

**JOB TITLE:** Field Service Technician  
**DEPARTMENT/DIVISION:** Utility Customer Service /Meter Services  
**REPORTS TO:** Utility Customer Service Supervisor

**SUMMARY:** Responsible for performing field service for utility billing in conjunction with Public Works 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. Contribute 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:**

- 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;
- 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.