

## **Field Metering Services Agreement – December 2019**

### **Attachment # 3 Customer Service Representative “B”**

#### **Nature and Scope of Position:**

Performs skilled work individually or as part of a crew in the Field Metering Services department. Works individually or under the direction of higher classifications or a supervisor. May direct employees in the same or lower classifications.

#### **Typical Duties:**

Learns to and performs emergency response (e.g. gas odor investigations, leak complaints, advises customers on the proper means of connecting and venting gas appliances, investigation of fires, explosions and asphyxiations). May direct, train and instruct lower classification personnel through on the job training related to customer service and collections.

Operates data entry devices associated with Field Metering Services work. Communicates diplomatically with customers to promote customer satisfaction. Reports customer complaints to supervisor. Properly cares for and handles all tools and work equipment used in assigned job duties. Operates and maintains assigned vehicle and vehicle inventory in a neat and orderly manner. Prepares documents and reports as required by the work performed. Assists customer service personnel as required and performs any other assigned duties within the Customer Service B classification.

Note: May perform the duties of lower classifications excluding, driving routes, AMR routes and walking routes.

For scheduling purposes Customer Service B and Customer Service A employees will pick schedules together based on department seniority.

#### **Qualifications:**

- Must be willing to work overtime and shifts and have an acceptable work and attendance record.
- Must maintain a valid vehicle operator's license.
- Must successfully pass all required training courses.
- Must maintain the required operator qualifications for the position.

#### **Promotion:**

Employees in the Customer Service Representative “B” classification will be promoted to the Customer Service Representative “A” classification after twelve (12) months if they demonstrate the ability to perform all the duties associated with the Customer Service Representative “B” classification.