

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

### **Attachment # 2 Utility Person – Customer Service**

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

Performs semi-skilled work individually or as part of a crew in the Field Metering Services department. Works independently 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 field service related work activities (e.g. all meter reading functions, turn offs, turn-ons, disconnects, transfers, meter changes, re-reads, credit, installation and repair of electronic monitoring and reading equipment, locating and repairing curb boxes and other miscellaneous duties as assigned, etc.) Operates associated data entry devices as required.

Operates data entry devices associated with Field Metering Services work. Communicates professionally 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 UPCS classification.

Note: Duties do not include odors, fires, asphyxiations, explosions, CO, no gas, or low gas pressure orders. May perform the duties of lower classifications.

#### **Qualifications:**

Must successfully pass all training courses.

Must be willing to work overtime and shifts as required and have an acceptable work and attendance record.

Must have a valid vehicle operator's license.

Must have and demonstrate good customer skills.

#### **Promotion;**

Employees in the Utility Person – Customer Service classification will be promoted to the Customer Service Representative “B” classification after eighteen (18) months if they demonstrate the ability to perform all the duties associated with the Utility Person – Customer Service classification and successfully pass all the requirements associated with the required operator qualifications (OQ’s). Promotion to the Customer Service Representative “B” classification could occur prior to the eighteen (18) months if the employee fulfills all of the above requirements and management approves the promotion prior to the eighteen (18) months.