

## **UTILITIES FIELD REPRESENTATIVE**

### **MAJOR FUNCTION**

This is semi-skilled position responsible for providing front line customer service in repairing, installing, and maintaining water distribution and wastewater collection systems equipment.

### **ESSENTIAL FUNCTIONS**

The following statements describe the principal functions of this job and its scope of responsibility, but should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned, including working in other functional areas to cover absences or relief, to equalize peak work periods, or otherwise to balance the work load.

- Performs maintenance, installation, repair, and relocations of water and sewer lines. Installs, repairs, locates, and exercises valves.
- Performs installation of water and sewer services. Provides mains and service locations.
- Makes taps on water and sewer mains for services. Repairs broken water and sewer mains and services.
- Responds to customer inquiries and complaints. Repairs water and sewer leaks. Checks low water pressure, and helps find leaks in customer lines and systems.
- Installs, replaces, cleans, maintains and repairs water meters and boxes.
- May assist Utilities Maintenance Mechanic with maintenance and repair of water and wastewater systems equipment, machinery, and lift stations.
- Reads meters; turns water service on or off as per work orders; prepares routine reports.
- Required to work twenty-four hour, seven-day on-call shifts for emergency coverage.
- Required to report to work at the appointed hour, as scheduled, and to work the entire assigned schedule.

### **SECONDARY FUNCTIONS**

- Performs other duties as assigned.

### **CUSTOMER SERVICE**

This is a front-line position for providing excellent customer service to members of the general public and other County employees. Personal contact occurs with other employees of the unit, employees of other departments in the County, citizens, and customers of the department. Service is provided in person and by phone contact.

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### **SUPERVISION**

This position has no supervisory responsibility.

### **EDUCATION, EXPERIENCE, LICENSES, CERTIFICATIONS**

#### **Education and Experience**

High school diploma or general education degree (GED); and one to two years related experience and/or training; or equivalent combination of education and experience.

#### **Licenses**

Valid Florida Driver License, Class "D".

### **JOB SKILLS**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements are representative of the required knowledge, skills, and abilities.

#### **Language Skills**

- Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals.
- Ability to write routine reports and correspondence.
- Ability to speak effectively with customers or employees of organization.

#### **Mathematical Skills**

- Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals.
- Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

#### **Problem Solving Ability**

- Ability to apply common sense understanding to carry out detailed but uninvolved written or oral instructions.
- Ability to deal with problems involving a few concrete variables in standardized situations.
- Requires some judgment in selection of procedures, methods, or tools, equipment to own work to accomplish tasks.

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### **Specialized Skills and Abilities**

- Knowledge of the materials, methods, practices, and equipment used in the water and wastewater field.
- Ability to read and interpret construction drawings and specifications and to work from sketches, maps, or blueprints.
- Ability to establish working relationships with other employees and communicate effectively, tactfully, and courteously with members of the general public.
- Ability to remain calm in stressful situations.
- Ability to take a teamwork approach to the job by cooperating with others, offering to help others when needed, and considering larger organization or team goals rather than individual concerns. Includes the ability to build a constructive team spirit where team members are committed to the goals and objectives of the team.

### **Machines and Equipment**

In order to complete the tasks of this position, the employee will be required to operate specialized equipment such as boring tools, mainline jetter, safety equipment, generators. Also, skilled in the use of welding equipment, pumps, water/wastewater tools, chain/chop saw, lawn equipment, various electrical testing equipment, backhoes and vehicles.

### **PHYSICAL DEMANDS**

While performing the duties of this job, the employee will occasionally be required to sit, taste or smell, and to lift up to fifty pounds; and will frequently be required to stand, walk, use hands to finger, handle, or feel, reach with hands and arms, climb or balance, stoop, kneel, crouch, or crawl, talk or hear. Vision requirements are close, distance, color, and peripheral vision, depth perception, and ability to adjust focus.

### **WORK ENVIRONMENT**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. While performing the duties of this job, the employee will occasionally be exposed to high precarious places, risk of electrical shock, and vibration; will regularly be exposed to wet or humid conditions and moving mechanical parts; and frequently be required to work in outdoor weather conditions. The typical noise level is moderate.

Established: 10/99

Pay grade: 8

Job Description Number: 7022

Category: 7

Status: NE

Revised: 6/2003