

Class Code: 679
CITY OF ANAHEIM
Class Specification

Classification:
UTILITIES SERVICE REPRESENTATIVE

DEFINITION: Under minimal supervision, turns water and electric services on and off, obtains readings, and investigates billing inquiries and missed readings.

EXAMPLES OF ESSENTIAL JOB FUNCTIONS - Duties and Responsibilities include, but are not limited to, the following:

Turns electric and water connections on and off and reads and seals meters in the process.

Investigates and answers customer questions.

Performs meter re-reads.

Checks the general condition and seals meters and connections, and reports problems for repairs.

Reads meters which were unable to be read due to inaccessibility or malfunctions.

Reports suspected diversion incidents.

Answers minor trouble inquiries from customers and rectifies the problem if within their capabilities.

Assists in the training of new Utility Service Representatives or Meter Readers being cross-trained for upgrade.

Prepares reports as required.

Verifies accuracy of computer system information.

Assists other positions or work units with various support assignments or special projects on an as needed basis.

Performs other job-related duties as required.

JOB RELATED QUALIFICATIONS:

Experience In: Journey level experience as a Utility Meter Reader.

Knowledge Of: Locations of meters; meter codes; Anaheim streets and addressing; safety policies and practices; various types of electric and water meters.

Ability to: Establish and maintain effective working relationships with those contacted in the course of work including co-workers and the public; locate and read utility meters within department standards; maintain effective customer relationships; communicate orally; and safely remove, replace and seal single phase electric meters.

License Required: Possession of a valid Class C California Driver's License by date of appointment.

Physical Requirement: Physical ability to use both hands, arms and legs, stoop, bend and lift up to 50 pounds and see well with color perception adequate to safely perform duties.

Supervision Received: Works under the general supervision of the Utility Services Supervisor or Senior Utility Service Worker who makes assignments and periodically reviews work.

Career Ladder Information: Experience in this class may meet minimum requirements for promotion to a Senior Utility Service Representative.

NOTE: The above statements are intended to describe the general nature and level of work being performed by persons assigned to this job. They are not intended to be an exhaustive list of all duties, responsibilities and skills required of personnel so classified. All requirements are subject to possible modification to reasonably accommodate individuals with disabilities.

Revised - 3/86 - NASH
Revised - 3/89 - L. Harvey
Revised - 4/90 - C. Harris
Revised 6/02 - V. Kilmurray
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