**CABOT WATERWORKS**

**JOB DESCRIPTION**

**JOB TITLE:** Field Service Representative (Meter Reader)

**SUPERVISOR: Field Service Manager**

**SUMMARY:**

Provide exceptional support & services for our customers. Read, install, and perform meter maintenance on a regular basis. Enter payments on customer accounts. Handle customer complaints and phone calls courteously and respectfully.

**QUALIFICATIONS:**

* A High School diploma or equivalent
* Knowledge of meters and maintenance
* Knowledge of clerical procedures and office equipment
* Must be able to walk, stand, bend and stoop majority of the time

**PRIMARY RESPONSIBILITIES FOR FIELD SERVICE REP:**

* Read meters accurately within time standards established by the department.
* Ability to drive an automobile safely and use good judgment in its operation and use.
* Ability to use hand tools as required to replace damaged or new meters.
* Perform maintenance of meters and meter box.
* Turn on/off customer meters as required.
* Verify meters remain off and have not been tampered with on closed accounts or non-payment.
* Adjust and replace meter boxes and lids.
* Straighten and raise height of meters.
* Repair meters and leaks
* Install new meters.
* Subject to weekend/holiday and after hour calls.
* Will cross-trained to fill in as Customer Service Rep
* All other duties as assigned.

**CUSTOMER SERVICE REP:**

* Open and distribute mail
* Key entry payments into customer billing software and balance cash drawer to posted payments.
* Answer telephone courteously and respectfully, and transfer calls to the appropriate personnel.
* Communicate with customers courteously and respectfully.
* Answer customer billing questions or complaints and explain utility policies, rates and fees.
* Investigate, resolve and respond to customer issues & inquiries in-person, phone & email.
* Key entry, photocopy/scan and file customer record documents.
* Research delinquent accounts using various external databases to reduce write-offs.
* Key entry information for; new customers, account disconnects and terminations, and transfer accounts.
* Recommend and participate in utility improvement projects to reduce costs.
* Prepares daily/weekly/monthly reports as required.
* Perform utility billing processes including second notices, and final notices for printing and mailing.
* Update customer billing software with change of customer address, phone numbers or other customer info.
* Preserve Confidentially on all information and conversations within Utility Management.
* All other job duties and projects as assigned

**COMPETENCIES:**

1. Leadership – Use interpersonal styles to achieve goals. Recognize a job well done. Exhibit a winning attitude and accept constructive criticism. Walk the talk.

2. Initiative – Self-starter rather than accepting passively. Set goals and take action to achieve them beyond what is required. Be proactive.

3. Problem Solving – Identify problems and develop an effective means to resolve them. Help resolve issues.

4. Professionalism – Achieve a satisfactory level of professional skills/knowledge in job-related area. Stay on top of current processes to improve. Value others and their willingness to gain additional knowledge. Must have excellent customer service skills.

5. Accountability – Holds self accountable for delivering quality results. Convey a sense of urgency about addressing problems and getting corrected in a timely manner. Makes timely decisions and accepts responsibility.

6. Ethics and Integrity – Consistently follow policies and procedures. Build trust and treat everyone consistently and fairly. Encourage open communication. Take action based on the best interest of the company.

7. Teamwork – Cooperate with others and set aside personal interests to focus on team goals. Listen to coworkers points of view. Willing to work with others to achieve goals.

8. Vision and Strategy – Create and deliver a vision of the future to improve the company’s performance. Communicate the vision and strategy.

**PHYSICAL DEMANDS:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The employee must occasionally lift and/or move up to 70 pounds and frequently lift/or move up to 25-30 pounds. The employee will frequent walk, sit, bend, reach, walk, use hands, listen, etc. Specific vision abilities required by this job include close vision and the 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. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is exposed to outside weather while working as a Field Svc Rep. The Billing Clerk will work indoors. The noise level in the work environment is usually low.

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**Employee Name (Print)**

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**Employee Name (Signature)**

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**Date**