

**CITY OF POMPANO BEACH
CLASS DESCRIPTION**

JOB CODE 405

FIELD SERVICE REPRESENTATIVE

GENERAL

Routine semi-skilled field work in connecting and discontinuing utility services. Work is performed under general direction.

EXAMPLES OF ESSENTIAL DUTIES

(These are intended only as illustrations of the various types of work performed. The omission of specific duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.)

Connects water service for new utility consumer accounts.

Discontinues water service on written requests from the consumer or for non-payment of utility accounts.

Rechecks meters for leaks and over reads.

May read water and compound meters.

Conducts field investigations to determine the proper billing rate for accounts.

Performs related work as required.

KNOWLEDGE, SKILLS AND ABILITIES

Knowledge of municipal utilities rules, regulations and policies including rates. Knowledge of the geography and street locations of the City.

Ability to read water meters, to record readings and to perform simple arithmetical calculations accurately and quickly. Ability to deal with complaints in a tactful manner.

skill in the use of hand tools needed to making of routine repairs and adjustments.

MINIMUM QUALIFICATIONS

Graduation from high school or possession of an acceptable equivalency diploma. Experience reading water meters. Experience in a position requiring minimal supervision.

A comparable amount of training and experience may be substituted for the minimum qualifications.

PHYSICAL REQUIREMENTS

Must have the use of sensory skills in order to effectively communicate and interact with other employees and the public through the use of the telephone and personal contact as normally defined by

the ability to see, read, talk, hear, handle or feel objects and controls. Physical capability to effectively use and operate various items of office related equipment, such as, but not limited to a, personal computer, calculator, copier, and fax machine. Significant standing, walking, moving, climbing, carrying, bending, kneeling, crawling, reaching, and handling, pushing, and pulling. Ability to lift up to 50 lbs.

SPECIAL REQUIREMENTS

Possession of a valid, appropriate driver's license and an acceptable driving record.

Rev. 7/95

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.