Customer Service Technician UTL

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| **Salary:** | $20.00 - $23.00 Hourly |
| **Job Type:** | Full-time |
| **Department:** | Utilities |

Summary

Responsible for completion of assigned work orders and proper documentation of said work orders for the Utilities Billing Department. Reports to the Department Manager and may be required to assist other departments as directed by the Office Manager, Director of Administration or Superintendent.

Essential Job Functions

• Responsible to receive, perform and complete all customer service work orders assigned.

• Required to perform service line and meter troubleshooting, meter pit repair, curb box repair/replacement and other service-related work as assigned.

• Required to perform non-payment turn-offs and resume service.

• Required to perform work in trenches, and confined spaces.

• Required to be courteous and respectful to fellow employees, customers, and contractors under all circumstances.

• Required to be familiar with meter reading equipment used by the Utility.

• Responsible for all personal safety and other equipment and tools issued by the City to perform assigned tasks; shall ensure that said equipment and tools are in good working order, operate safely and that all supplies and tools necessary to perform assigned tasks are available and in proper and safe working condition.

• Must be able to drive and operate a motor vehicle to destination to of job site.

• Perform such duties as contained in Appendix to this position description.

• May be required to obtain a CDL Class A or B as determined by Department Manager for operational needs and as directed by Utility Superintendent/Director of Administration.

• Perform all other duties as assigned by Department Manager, Director of Administration or Utility Superintendent.

Performance Standards

Employees at all levels are expected to effectively work together to meet the needs of the community and the organization through work behaviors demonstrating the City’s Values. Employees are also expected to lead by example and demonstrate the highest level of ethics.

Required Skills and Abilities

• Judgment and Decision Making – Uses logic and reasoning to analyze, understand, and evaluate complex situations. Identifies the strengths and weaknesses of alternative approaches or solutions to a situation. Exercises appropriate judgment in establishing priorities, industry practices, and safety of equipment to ensure a safe work environment.

• Interpersonal Relationships – Develops and maintains cooperative and professional relationships with employees at all levels, representatives from various departments, and outside agencies. Effectively present information in one-on-one and small group situations to customers, clients, and other employees.

• Computer Skills – Utilizes a computer with word processing, spreadsheets, and related software.

• Communication – Excellent ability to speak effectively so others will understand what is being communicated. Excellent ability to listen and understand information presented verbally and in writing. Ability to handle a variety of issues with tact and diplomacy and in a confidential manner.

• Problem Solving - Perform basic mathematics involved in the water distribution field. Ability to calculate volumes, rates of flow, velocity, and chemical feed rates as they apply to the job.

• Materials – Must have a basic understanding of hand tools and develop knowledge of the specialized tools, equipment, fittings, material, and chemicals relative to the job. Must be able to use, handle and store the above-mentioned items properly and safely.

Physical Requirements / Work Environment

• Requires the ability to exert physical effort.

• Frequent lifting, carrying, pushing and/or pulling of objects and materials up to 50 pounds).

• Frequent and/or prolonged periods standing, walking, use of hands and finger, reaching/lifting with arms and legs.

• Occasionally sits, climbs, or balances, descends, and ascends ladders into trenches and manholes; stoops, kneels, crouches.

• Near, distant, color, peripheral vision, depth perception and an ability to adjust focus are required.

• Manual dexterity as needed to operate a variety of machinery, tools, and equipment.

• Must be able to work inside and outside in various weather conditions and tolerate exposure to typical noises and smells.

Frequently is exposed to wet and humid conditions, outdoor weather conditions, extreme cold and heat, and works near moving mechanical parts and equipment. Occasionally is exposed to fumes or airborne particles and vibration. Occasionally is exposed to chemicals including liquid chlorine, petroleum, oils and lubricants and sodium thiosulfate and sodium bisulfate. Must be able to function in a high decibel environment requiring hearing protection.

Education and Experience

• High school diploma or GED is desirable, but not required.

• Must have a valid Indiana driver’s license.

• Minimum three years filed experience in water/sewer works industry, is desirable, but not required.

• IDEM Registered Cross Connection Control Device Tester is desirable, but not mandatory.

• Proficient in Spanish language (oral and written) communication, highly desirable, but not required.

Additional Requirements

A comprehensive background check to include a local, state, and federal criminal history, motor vehicle check, and sex offender registry. This position requires satisfactory results from a pre-employment drug screen evaluation to include alcohol and controlled substance testing.

Benefits

• Full-time, civilian, hourly position.

• Medical, Dental, Vision, Life, and other Voluntary policies.

• Paid Holidays, earned vacation and sick time.

Note: *This job description provides a general overview of the responsibilities and qualifications for the position within the department. The specific duties may vary based on the municipality's needs, structure, and existing processes.*

***To apply go to*** [***www.cityoflawrence.org***](http://www.cityoflawrence.org) ***click on “City Jobs” and follow the prompts. We currently have multiple positions open in water distribution, sewer collections and the customer service department.***