



CITY OF BANNING, CALIFORNIA

Lead Field Services Representative

Job Code: 1340

FLSA Exempt Non-Exempt

JOB DEFINITION: Under general supervision of the Power Resource and Revenue Administrator, provides field supervision of the Field Services Representatives, performs backup support for all duties that the Field Services Representative performs. Provides support to Utility Billing regarding work order and meter reading questions.

REPRESENTATIVE DUTIES: Prepares meter reading schedules and assigns daily work assignments to the Field Services Representatives; completes computer functions to provide Utility Billing with meter reading data; utilizes a variety of software applications to monitor and review the daily performance of the Field Services Representatives. Reviews work orders at the beginning of the day and Cut-off Non-Pay work orders mid-morning to determine the volume of work scheduled and modify work assignments if required. Assists the Power Resource and Revenue Administrator in preparing performance evaluations for the Field Services Representatives. Provides backup support for the Field Services Representatives in whatever capacity is necessary to ensure that meter reading schedules are met and all work orders are completed as required. Operates and maintains a City vehicle on a daily basis in a safe and effective manner. Performs other duties as assigned or required.

KNOWLEDGE and SKILLS:

- Knowledge of applicable city, county, state and Federal statutes, rules, regulations, ordinances, codes, administrative orders and other operational guidelines and directives.
- Knowledge of the City's and the Department's policies and procedures.
- Knowledge of supervision principles.
- Knowledge of water distribution, water production, water metering systems maintenance, repair and installation methods, material and equipment.
- Knowledge of customer service methods and techniques
- Skill in reading, understanding, interpreting and applying relevant city, county, state and Federal statutes, rules, regulations, ordinances, codes, administrative orders, policies and procedures and other operational guidelines and directives.
- Skill in working within deadlines to complete projects and assignments.
- Skill in establishing and maintaining effective working relations with co-workers, staff, vendors, contractors, visitors, the general public and others having business with the City of Banning.
- Skill in operating a personal computer utilizing a variety of software applications.
- Skill in assessing and prioritizing multiple tasks, projects and/or demands.

MINIMUM QUALIFICATIONS: A high school diploma or GED **AND** two years experience as a Field Services Representative or Meter Reader.

ADDITIONAL REQUIREMENTS: Must have at the time of application and must maintain a California driver license. May be exposed to extreme weather conditions, potential physical harm, infectious diseases, hazardous chemicals and/or dangerous machinery. May be required to lift and/or carry heavy, bulky supplies, materials, equipment and/or items weighing up to 20 pounds. May be required to work outside the traditional work schedule. May be subject to call out and/or call-back.

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Lead Field Service Representative

Job Code: 1325
