JACKSONVILLE WATER WORKS
JOB DESCRIPTION

TITLE: **CUSTOMER SERVICE TECH I GRADE 6**

IMMEDIATE SUPERVISOR: Customer Service Supervisor

JOB SUMMARY:

Under the direct supervision of the Customer Service Director, to perform a variety of duties in the customer service department that facilitates the water service to our customers.

SPECIFIC JOB DUTIES & RESPONSIBILITIES:

1) Responsible for turning on and off water for customers as required each day.
2) Assist in reading meters as accurately and efficiently as possible with the AMR (Automated Meter Reading) system.
3) Complete and turn in all assigned work orders.
4) Perform maintenance as needed, this includes replacing meters, miu' s, boxes, lids, and cleaning meter boxes.
5) Recheck meters that have been turned off for nonpayment as needed.
6) Responsible for checking for customer leaks due to high usage and any verify leak has been repaired at the customer's request.
7) Perform meter accuracy test or data log test on location as needed.
8) Responsible for repairing leaks at the meter on the city service side of the meter.
9) Responsible for keeping utility vehicles clean, organized, and stocked with the equipment needed to do the job, this also includes performing a monthly vehicle maintenance checkup and turning the form into the Customer Service Supervisor.
10) Maintain a neat and organized work area.
11) Perform various other duties and tasks as assigned.

SPECIAL KNOWLEDGE, SKILLS, ABILITIES, OR EDUCATION:

1) Ability to perform work as required from verbal and/or written instructions.
2) Ability to communicate effectively and in a positive manner with co-workers and customers.
3) Ability to drive automobiles, dump trucks and heavy equipment safely and use good judgment in their operation and use.
4) Must have neat and legible handwriting.
5) Must be familiar with the Jacksonville area.

MINIMUM QUALIFICATIONS:

1) High school diploma or equivalent.
2) Minimum of 18 years of age.
3) Must be able to report to work on time each day.
4) Must have a phone number you can be always reached.
5) Ability to lift a minimum of 100 pounds.
6) Must have a valid Arkansas Enhanced Real ID Driver's license.
8) Must be able to provide acceptable Arkansas MVR.

WORKING CONDITIONS:

Outside work with some inside work as required. The position is normally a 40-hour week, although some overtime could be required. Will be scheduled for "on call" duty after normal working hours as needed.