

**CITY OF ROSWELL, GEORGIA**  
**CLASSIFICATION SPECIFICATION**

<b>Code:</b>	<b>E807</b>
<b>FLSA:</b>	<b>N</b>
<b>WC:</b>	<b>9403</b>
<b>PG:</b>	<b>505</b>
<b>EEO:</b>	<b>8</b>

**CLASSIFICATION TITLE:                   FIELD SERVICES REPRESENTATIVE**

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**PURPOSE OF CLASSIFICATION**

The purpose of this classification is to provide customer service and administrative functions to assist residential and commercial water customers.

**ESSENTIAL FUNCTIONS**

**The following duties are normal for this position. The omission of specific statements of the duties does not exclude them from the classification if the work is similar, related, or a logical assignment for this classification. Other duties may be required and assigned.**

Receives, investigates and responds to customer complaints and issues concerning water service; resolves water billing problems.

Conducts site investigations to discuss high water usage and other issues; reads flush station meters; reads county meters for City usage, reads hydrant meters rented by contractors or in use by City Departments.

Schedules to calibrate small meters to verify accuracy of meters by customer request.

Delivers Cut off notices and disconnects water supply to delinquent customers.

Investigates water ban violations; issues citations to customers in violation of water ban.

Conducts Environmental Protection Division (EPD) annual water test for lead and copper content.

Follows safety procedures, reports unsafe activities and conditions, utilizes safety equipment, and monitors work environment to ensure safety of employees and other individuals.

Monitors inventory levels of supplies; ensures availability of adequate materials to conduct work activities; initiates requests for new or replacement items.

Communicates with supervisor, employees, other departments, the public, and other individuals as needed to coordinate work activities, review status of work, exchange information, or resolve problems; responds to requests for service or assistance.

Assists with repairs to water line leaks or water quality issues.

May be required to be on-call for after hour emergencies.

Prepares or completes various forms, reports, correspondence, time cards, supply lists, or other documents.

Receives various forms, reports, correspondence, equipment operating manuals, procedures, handbooks, reference materials, manuals, or other documentation; reviews, completes, processes, forwards or retains as appropriate.

Operates a personal computer and other general office equipment as necessary to complete essential functions, to include the use of word processing, spreadsheet, database, or other system software.

## **ADDITIONAL FUNCTIONS**

Assist Water Conservation Coordinator in the development of water conservation programs and advise the general public about water conservation.

Conducts water audits for residential and commercial water customers, by request.

Helps to prepare City of Roswell's Annual Water Audit to submit to Georgia Environmental Protection Division (EPD).

Track conservation efforts for water savings.

Perform other related duties as required

## **MINIMUM QUALIFICATIONS**

High school diploma or GED; one (1) to two (2) years of experience in customer service; or any equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities for this job. Must possess, or have the ability to obtain, a Water Distribution License. Must possess and maintain a valid Georgia driver's license.

## **PERFORMANCE APTITUDES**

**Specific Knowledge, Skills, or Abilities:** Must be able to learn, comprehend, and apply all city or departmental policies, practices, and procedures necessary to function effectively in the position.

**Data Utilization:** Requires the ability to determine, calculate, tabulate, or summarize data/information. Includes performing subsequent actions in relation to these computational operations.

**Human Interaction:** Requires the ability to provide guidance, assistance, and/or interpretation to others regarding the application of procedures and standards to specific situations. Requires daily interaction with the general public to resolve problems and handle inquiries.

**Equipment, Machinery, Tools, and Materials Utilization:** Requires the ability to operate, maneuver and/or control the actions of equipment, machinery, tools, and/or materials used in performing essential functions.

**Verbal Aptitude:** Requires the ability to utilize a wide variety of reference, descriptive, and/or advisory data and information.

**Mathematical Aptitude:** Requires the ability to perform addition, subtraction, multiplication, and division; the ability to calculate decimals and percentages; the ability to utilize principles of fractions; and the ability to interpret graphs.

**Functional Reasoning:** Requires the ability to apply principles of rational systems; to interpret instructions furnished in written, oral, diagrammatic, or schedule form; and to exercise independent judgment to adopt or modify methods and standards to meet variations in assigned objectives.

**Situational Reasoning:** Requires the ability to exercise judgment, decisiveness and creativity in situations involving evaluation of information against measurable or verifiable criteria.

## ADA COMPLIANCE

**Physical Ability:** Tasks require the ability to exert very moderate physical effort in light work, typically involving some combination of stooping, kneeling, crouching and crawling, and which may involve some lifting, carrying, pushing and/or pulling of objects and materials of moderate weight (12-20 pounds).

**Sensory Requirements:** Some tasks require the ability to perceive and discriminate colors or shades of colors, sounds, and visual cues or signals. Some tasks require the ability to communicate orally.

**Environmental Factors:** Performance of essential functions may require exposure to adverse environmental conditions, such as dirt, dust, pollen, traffic hazards, or rude/irate customers.

*The City of Roswell is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the City will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.*