

FIELD SERVICE ANALYST

CLASS DESCRIPTION

General Responsibilities:

This is specialized field contact and inspection work inspecting water meter installations, reading water meters and remote registers, responding to customer questions and complaints, resolving water use questions and problems, working with plumbers and contractors to assure compliance with Water Utility standards, and providing information to property owners, co-workers, and City staff. This position works independently under the general supervision of the Customer Services Manager.

Examples of Duties and Responsibilities:

Use the Advanced Metering Infrastructure (AMI) system daily to help configure operation of the system and run reports to analyze data including; water usage, leak and tamper alarms, on demand readings, non-reporting endpoints, and diagnostic checks of the system. Monitor overall systems health and endpoint reading statistics, on a daily basis. Generate analytical, operational and configuration reports of the AMI system for review and analysis. Create reports to run trending analysis, usage & variance analysis reports as needed. Create groups of customers, meters and accounts based on individual Water Utility personnel needs. Provide support of Meter Data Manager (MDM) software operation to co-workers.

Install new water meters, remote-reading registers, endpoints, radio transmitters and run wire between them.

Work with Water Utility Engineering unit or section on determining the right size water meter for new construction.

Perform semi-skilled and responsible public contact duties related to meter reading, billing complaints and operations. Provide information and resolve problems.

Determine sources of water leaks and notify property-owner of responsibilities for water service installation and/or take appropriate action on behalf of the Water Utility.

Take readings of meters required by account changes such as change of property ownership or when tenants are moving.

Read high consumption meters and make periodic inspections of other water meter installations.

Inspect new commercial, industrial, and residential services for correct set-up for meters and installation according to plumbing codes.

Inspect residential and commercial properties in response to questions or complaints about water service (e.g. high consumption of water, water hammer, unpalatable or dirty water) and explain recommended actions and requirements to resolve problems.

Evaluate metering requirements for property; change meters; remove or install meters, string wire and set register and/or radio devices.

Test meter and registers and seal.

Inspect water connections in buildings, internal plumbing and appliances.

Issue citations and disconnect notices. Turn water service off and on.

Maintain records and reports of inspections and meter sets.

Perform related work as required.

QUALIFICATIONS

Knowledge, Skills and Abilities:

Working knowledge of water service and distribution systems. Working knowledge of the methods and techniques involved in installing and removing water meters and in making comprehensive inspections for leakage or other causes of excessive water consumption. Working knowledge of and ability to use computer software applicable to the duties of the position. Knowledge in operation of AMI system including NAA, NPA, MDM and FDM software. Knowledge of the causes of dirty or red water and knowledge of remedies. Ability to carry out oral and written instructions and to work independently without supervision. Ability to read paper and computer field maps of distribution system and locate water services. Ability to accurately read meters and to compute consumption and water bills. Ability to convey Public Service Commission rules and regulations, plumbing codes, and utility specifications to consumers. Ability to establish and maintain effective public relations with water service patrons, and co-workers. Ability to deal tactfully and courteously with water consumers. Ability to detect water leaks and to make recommendations for appropriate corrective measures. Ability to check residual water pressures and make recommendations as to appropriate corrective measures. Ability to read, interpret and apply complex Public Service Commission rules, regulations, and other codes as appropriate. Ability to operate a motor vehicle. Ability to maintain adequate attendance.

Training and Experience:

Generally, positions in this classification will require:

Three years directly-related field experience in installation, maintenance, repair and testing of water or other utility meters; or the equivalent to the duties performed at the Field Service Representative 2 (FSR2) level. Such experience will normally be gained after progressively responsible work relating to water service inspections. Other combinations of training and/or experience which can be demonstrated to result in the possession of the knowledge, skills and abilities necessary to perform the duties of this position will also be considered.

Specific training and experience requirements will be established at the time of recruitment.

Necessary Special Qualifications:

Possession of a valid Wisconsin driver's license and ability to operate a Water Utility vehicle.

Physical Requirements:

Employees in this position must be able to lift/carry objects weighing up to 20 pounds on a regular basis and objects weighing up to 50 pounds on occasion. In addition, employees must be able to frequently walk, stand, bend, twist, squat, climb and reach for extended periods of time. This position may require some work outdoors in all types of weather.

Department/Division	Comp. Group	Range
Public Works/Water Utility	16	14

Approved: _____
Brad Wirtz
Human Resources Director

Date