

FIELD SERVICE REPRESENTATIVE (FSR) 1-3

CLASS DESCRIPTION

General Responsibilities:

This class series is designed to describe work in installing, maintaining, testing and repairing water meters for the City of Madison Water Utility. Employees diagnose meter problems and perform necessary repairs in compliance with acceptable work standards.

This series is structured to provide advancement from Field Service Representative 1 to Field Service Representative 2, as a function of the employee's career development, after two years or 4,180 hours work as a Field Service Representative 1. Progression to a Field Service Representative 3 is not automatic, but rather is dependent upon the incumbent taking on additional duties and responsibilities as well as the needs of the department, and is generally accomplished through a competitive process.

The individual levels of this series are described below.

Field Service Representative 1

This is semi-skilled work in the installation, maintenance, and repair of 5/8-inch, 3/4-inch and 1-inch water meters. The work involves removing and installing residential water meters and endpoints, disassembling, cleaning and testing water meters in the shop, and performing manual reading for the opt out customers. Work also includes reading water and sewer meters, and recording the amount of consumption. Under the general supervision of the Customer Service Manager, this position will work under the direction of the Field Service Leadworker.

Field Service Representative 2

This is skilled work in the installation, maintenance, testing and repair of Water Utility meters requiring operational level skills (e.g. 5/8" - 2" diameter meters); and in assisting in the mechanical repair work associated with more complex meters (e.g. 3" and larger meters). Employees diagnose meter problems and perform necessary repairs in compliance with acceptable work standards with a minimum of supervision. Under the general supervision of the Customer Service Manager, assignments are normally received in the form of work orders or verbal instruction from the Field Service Leadworker.

Field Service Representative 3

This is skilled work in the installation, maintenance, repair, and testing of all sizes of Water Utility meters, and Advanced Metering Infrastructure (AMI) system endpoints. Employees develop and maintain required test schedules of larger meters, respond to customer concerns/questions for large meter accounts, diagnose meter problems and perform necessary repairs in compliance with acceptable work standards with a minimum of supervision. Work requires exercise of judgment and discretion in evaluating meter performance. Employees may lead lower level assistants in completing repairs in the field. Under the general supervision of the Customer Service Manager, assignments are normally received in the form of work orders or verbal instruction from the Field Service Leadworker.

Examples of Duties and Responsibilities:

Field Service Representative 1

Remove and/or install new residential meters. Install and program endpoints. Perform routine tests, and check meter valves for leaks. Operate curb stop valves for shut-off of homes and maintenance work. Perform follow up on meter to verify problems were solved.

Install and program endpoints for a positive displacement or solid state meter. Interrogate endpoint to help download hourly usage information and diagnose any suspected problems.

Perform manual meter readings for opt – out customers. Perform field reading with FC 300 for any non-reporting endpoints/meters. Perform field service orders using FC 300. Determine high/low reading and tampers. Perform final reads on opt-out accounts and reads for non-reporting endpoints/meters.

Implement and remain current on technical requirements of cross connection control program. Perform cross connection control inspections on small meter customers.

Perform related work as assigned.

Field Service Representative 2

Perform all the work of a Field Service Representative 1, and

Perform field work associated with larger meters (1½”- 2”). Assist a Field Service Representative 3 in the full range of field maintenance and repair tasks associated with the more complex commercial and industrial meters (3" and larger meters). Inspect and repair meters 5/8” – 3”. Inspect new meter installation. Identify minor plumbing or service repairs. Respond to customer complaints regarding meter accounts (5/8” – 2”). Qualified for confined space entry.

Install, program, and maintain endpoints. Perform field reading with FC 300 for any non-reporting endpoints/meters. Perform mitigation for non-reporting endpoints.

Clean water meters. Set up flow tests on test bench. Record flow test results and log into Water Utility database. Disassemble, inspect, repair, and reassemble meter.

Perform cross connection control inspections on commercial and industrial customers.

Perform related work as assigned.

Field Service Representative 3

All the work of the Field Service Representative 2, and

Perform the full range of meter tests and repairs both in shop and field. Inspect identified meter installation problems / assess problem/ repair. Initiate and coordinate field repairs with large meter consumers. Identify minor plumbing or service repairs and take appropriate action. Respond to customer complaints regarding large meter accounts. Operate assigned Water Utility large meter testing vehicle to perform field work.

Develop, maintain test schedule, and test records of larger meters in accordance with Public Service Commission regulations. Record flow test results and log into Utility database. Maintain inventory of meters and parts for larger meters. Lead assistants in complex field repairs. Assist in the training of staff on meter testing and repairs in the field and in the shop. Assist in assignment of staff duties when Field Service Leadworker is out of the office.

Install, program and maintain endpoints. Perform field reading with FC 300 for any large meter user. Perform field service orders using FC 300. Perform mitigation for non-reporting endpoints. Inspect, identify, and repair, any problems associated with endpoint installations for large meters.

Make repairs to water meter installations where leaks have occurred as a result of the meter hookup and not part of internal property plumbing or service line. Identify source of leak in the area of meter installation.

Perform cross connection control inspection of backflow prevention devices installed on large meter customers.

Perform other work as required.

QUALIFICATIONS

Knowledge, Skills and Abilities:

Field Service Representative 1

Knowledge of water meter mechanics/components; and related mechanical principles. Knowledge of piping and/or hydraulic connections (flanged, bolted and screw type). Knowledge of common hand and power tools. Knowledge of plumbing procedures and techniques. Knowledge of the Water Utility and City of Madison streets. Knowledge of and ability to use computer software applicable to the duties of the position. Ability to assist in water meter repairs and maintenance. Ability to use common hand tools and testing equipment. Ability to make routine arithmetic calculations. Ability to maintain work records and inventories. Ability to develop and maintain effective working and customer relationships. Ability to deal tactfully and communicate courteously both with co-workers and with customers. Ability to see and work in dark places. Ability to safely operate a Water Utility vehicle. Ability to safely operate a Water Utility vehicle. Ability to maintain adequate attendance.

Field Service Representative 2

Working knowledge of water meter mechanics/components; and related mechanical principles. Working knowledge of water meter testing and repair procedures. Working knowledge of piping and/or hydraulic connections (flanged, bolted and screw type). Working knowledge of common hand and power tools. Working knowledge of and ability to use computer software applicable to the duties of the position. Knowledge of plumbing procedures and techniques. Knowledge of the Water Utility and City of Madison streets. Ability to assist in water meter repairs and maintenance. Ability to use common hand tools and testing equipment. Ability to make routine arithmetic calculations. Ability to maintain work records and inventories. Ability to develop and maintain effective working and customer relationships. Ability to deal tactfully and communicate courteously both with co-workers and with customers. Ability to see and work in dark places. Ability to safely operate a Water Utility vehicle. Ability to change meters in the field and to test,

disassemble, diagnose, and repair meter problems. Ability to use computers to collect data and look up information. Ability to prepare reports. Ability to maintain adequate attendance.

Field Service Representative 3

Thorough knowledge of all aspects of water meter mechanics and components, to include large and complex metering systems (i.e., 3” and larger meters). Thorough knowledge of water meter testing and repair procedures. Thorough knowledge of piping and/or hydraulic connections. Thorough knowledge of common hand and power tools. Thorough knowledge of related mechanical principles. Thorough knowledge of plumbing procedures and techniques. Working knowledge of and ability to use computer software applicable to the duties of the position. Ability to assist in water meter repairs and maintenance. Ability to develop and maintain effective working and customer relationships. Ability to use common hand tools and testing equipment. Ability to maintain work records and inventories. Ability to communicate effectively and courteously both with co-workers and with customers. Ability to see and work in dark places. Ability to safely operate a Water Utility vehicle. Ability to use computers to collect data and look up information. Ability to prepare reports. Ability to change meters in the field; and to test, disassemble, diagnose and repair complex meter problems. Ability to fabricate and/or modify parts to make necessary meter repairs. Ability to perform complex field repairs requiring judgment and discretion in maximizing water meter effectiveness. Ability to maintain adequate attendance.

Training and Experience:

Generally, positions in this classification will require:

Field Service Representative 1

One year of semi-skilled plumbing, meter installation and repair, or comparable mechanical work including work with piping or hydraulic systems. 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.

Field Service Representative 2

Two years (or 4,180 work hours) of experience in the installation and repair of water meters or similar metering equipment, comparable to level to that of a “Field Service Representative 1” with the City of Madison. 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.

Field Service Representative 3

Two years (or 4,180 work hours) of skilled experience in the installation and repair of water meters or similar metering equipment, comparable in level to that of a “Field Service Representative 2” with the City of Madison. 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.

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. Incumbents will be expected to travel throughout the City of Madison. This will involve extended periods of time driving a vehicle and operating a hand-held reading device. Incumbents will be expected to drive in a variety of weather conditions, including snow, sleet, rain, and possibly slippery conditions. Incumbents will be required to physically access water meters on private property.

Department/Division	Classification	Comp. Group	Range
Water Utility	Field Service Representative 1 (FSR1)	16	09
Water Utility	Field Service Representative 2 (FSR2)	16	11
Water Utility	Field Service Representative 3 (FSR3)	16	13

Approved: _____
Brad Wirtz
Human Resources Director
Date