



Internal/External Employment Opportunity

- JOB TITLE:** Customer Service Representative I (Meter Reader)
- JOB STATUS:** Non-Exempt
- PAY RANGE:** \$19.60 - \$25.09 per Hour, dependent on qualifications
- CLOSING DATE:** Open Until Filled, First review on Friday, August 22, 2014
- DUTIES:** Under the direction of the Superintendent of Customer Service, and the direct supervision of the Customer Service Supervisor, performs field duties related to customer service such as meter reading, maintenance and replacement of meters. Incumbents must possess the ability to follow meter reading routes according to schedule, utilizing district meter reading equipment; perform meter maintenance as needed; hand deliver notices to residences regarding delinquent payment, overdue application cards, and/or checks returned due to insufficient funds; turn off water meters for non-payment on “seal day”; participate in the District’s meter change out project; install and replace 5/8” through 2” water meters, as needed, throughout the District; use a variety of hand tools safely.
- This is the entry-level classification in the job series. Incumbents typically work under close supervision as they learn and perform a limited range of tasks. Familiarization with the District’s facilities, policies and procedures is required at this level.
- QUALIFICATIONS:** High school diploma or equivalent certificate. Possession of Department of Health Services (DOHS) Water Distribution Grade D1 Certificate or ability to obtain within 18 months. Prior work experience or mechanical aptitude in a position requiring the application of skills necessary to perform the above duties with the ability to take direction and follow through on one’s own to complete assigned duties. Must maintain a valid California driver’s license and a safe driving record.

**Internal/External Employment Opportunity
Customer Service Representative I - Field**

PHYSICAL

REQUIREMENTS: Position requires the ability to work in a field maintenance environment with the ability to carry, push, pull, reach, and lift equipment and parts weighing up to 80 pounds. Must be able to stoop, kneel, crouch, crawl, and climb during field maintenance and repair work. Must be able to stand and walk for extended time periods. Must have hearing, vision, and eye-hand coordination sufficient to operate equipment and maintain good awareness during maintenance and repair jobs. Must have the ability to effectively communicate verbally with District staff in face-to-face, one-on-one settings. Must be able to work in an environment that could produce exposure to dust, dirt, significant temperature changes and inclement weather.

**APPLICATION
PROCEDURE:**

Internal Candidates: Please obtain a job bid form from the Human Resources Department to submit with a resume.

External Candidates: Please complete a District Application for Employment, which can be obtained from our website at www.mnwd.com.

Completed job bid forms and applications must be received in the Human Resources Department by 5:00 p.m. on Friday, August 22, 2014 to be considered in the first review of applications.