

PROVO CITY CLASSIFICATION SPECIFICATION	
Title: Field Services Technician	Job Code: 2724
Date: May 8, 2012	EEO Code: SM
FLSA Designation: Non-exempt	Civil Service Status: Covered (UC)

DEFINITION: This is semi-skilled electric utility service work in the field or office.

CLASSIFICATION STANDARDS: Performs specific and assigned tasks under general direction from a designated supervisor. This class is distinguished by its emphasis in the connection and disconnection of electric and water meters and by the collection of overdue payments.

ESSENTIAL DUTIES: Connects and disconnects electric and water meters at residences and businesses; obtains electric and water meter readings; enters data into computer and maintains customer accounts; investigates high bill complaints; inspects and tests meters for suspicion of leaks, stopped meters, unauthorized connections, tampering, malfunctioning, and installation problems; interprets instructions listed on work orders; adheres to safety rules and policies; collects past-due account payments from customers at their place of business or residence; works closely with customer representatives and assists other staff members as needed; and performs other related duties as required.

MINIMUM REQUIREMENTS: One (1) year of work experience in utility metering, installation, utilities accounts, or a related field which would demonstrate an ability to perform the work.

License(s). A valid, lawful Driver License is required.

SELECTION FACTORS: *Knowledge of:* electrical and water meters and the proper maintenance and repair techniques; routes, locations, and billing systems; applicable laws, codes, terminology, rules and regulations. *Ability to:* communicate effectively verbally and in writing and maintain effective relationships with coworkers, superiors, and the public; analyze customer account activity; handle routine mathematical calculations quickly and accurately; make immediate decisions; perform duties in a manner that demonstrates respect, integrity, courtesy, and kindness towards fellow workers, customers, and the general public.

TOOLS AND EQUIPMENT USED / PHYSICAL DEMANDS: Vehicle, hand-held meter reading device, various hand tools. Work requires extensive walking and bending and lifting up to 30 lbs.

ENVIRONMENTAL FACTORS: Exposure to heavy traffic, adverse weather conditions, and other hazardous conditions. May also include exposure to high-stress situations or environments. *Note: Employees of this class are subject to being called out after hours for service connects.*



 Division Director

5/7/12

 Date



 Mayor/Chief Administrative Officer

5/8/12

 Date

NOTE: The above statements are intended to describe the general nature and level of work being performed by the person(s) assigned to this classification. They are not intended to be an exhaustive list of all duties, responsibilities, and skills required of personnel so classified. Class specifications are not intended to and do not imply or create any employment, compensation, or contract rights to any person or persons. Management reserves the right to add, change, or delete any and all provisions of this classification at any time as needed without notice. Reasonable accommodations may be made for otherwise qualified individuals who require and request such accommodation. This class specification supersedes earlier versions.