

Title: Field Services Coordinator
PG: 40
Status: Civil Service
Position Reports to: Field Services Supervisor
Department: Lakeland Electric/Field Services

Class Code: 3815
Date: 09/08

GENERAL DESCRIPTION OF CLASS:

This is a responsible technical and lead position directing the field activities of the meter reading function and skilled field work involving the connection and disconnection of electric and water meters for utility service at the customer location. Work involves meeting daily work objectives by participating, guiding, monitoring and reporting of work performance within the meter reading function and maintaining good customer relations. An employee in this classification is responsible for overseeing and coordinating the field activities of a Meter Reading work group to include correct routing and maintenance of electric and water accounts, planning, forecasting route assignments, timely completion of work orders, ensuring zone completion, producing operational and management reports. Work also involves responsibility for proper and timely training of new meter readers. In addition, an employee in this classification will be responsible for skilled field work involving the connection and disconnection of electric and water meters for utility service at the customer location. Work is assigned and reviewed by a Field Service Supervisor through conferences and inspection of reports and records.

ESSENTIAL FUNCTIONS:

1. Monitors the operation and maintenance of meter reading hardware and software system; electronic reception and transmittal of data for billing.
2. Coordinates and evaluates training procedures for new meter readers.
3. Performs all functions as required of meter readers.
4. Records, reports and evaluates meter reading activities while ensuring daily completion of routes and coordinating route equalization.
5. Resolves customer complaints concerning meter readers.
6. Maintains inventory of supplies and equipment for meter readers.
7. Makes water and electric power connections for new customers and restores same to customers paying delinquent accounts.
8. Turns meters on and off; reads electric and water meters; inspects and changes electric meters for maintenance/damage.
9. Keeps accurate records of all work performed; enters appropriate work order information into the computer when work is completed.
10. Disconnects service for delinquent accounts. Inspects meters for signs of tampering or bypassing. Assists in theft investigations and appears in court as ordered.
11. Turns circuit breakers on and off and makes repairs to meter sockets as required.
12. Selects the proper meter for installation; installs meters; installs dual meter devices for test purposes; installs grounding devices or surge protectors.
13. Responds to emergency requests as required.
14. Maintains excellent public relations with customers and the general public.
15. Drives city vehicles to and from work locations.

ADDITIONAL RESPONSIBILITIES:

1. Performs duties of Field Services Supervisor as needed.
2. May assist Field Services Supervisor with special projects and assignments.
3. Performs related work as required

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KNOWLEDGE, SKILLS & ABILITIES:

1. Extensive knowledge of the regulations, policies, and procedures associated with meter reading functions and meter service functions.
2. Knowledge of local geography and street locations of the area serviced by the department.
3. Knowledge of hazards regarding meter connection and disconnection.
4. Knowledge of the methods and procedures used in connection and disconnection of electric and water service.
5. Skill in performing meter connection and disconnection safely.
6. Skill in reading various types of electric and water meters accurately.
7. Skill in recording information from meter readings accurately.
8. Skill in the use of small hand tools.
9. Skill in the use of personal computers.
10. Ability to learn the geography and street locations of the City of Lakeland and read maps.
11. Ability to speak and hear clearly while operating a hand-held radio.
12. Ability to plan, supervise, communicate, coordinate, assign and evaluate multiple tasks and functions.
13. Ability to prepare reports and communicate effectively, both verbally and in writing.
14. Ability to establish and maintain effective working relationships with co-workers, other City employees and the general public.

WORKING ENVIRONMENT/CONDITIONS:

Requires active work that involves walking or standing most of the time, exerting up to 50 pounds of force on a recurring basis, and continuous routine keyboard operations. The job risks exposure to electrical shock, adverse weather conditions, traffic, extreme hot/cold temperatures, bright/dim light, dusts, pollen, fumes/noxious odors, wet and or humid conditions. The job requires normal visual acuity, and field of vision, hearing, speaking, color perception, sense of smell, depth perception, and texture perception.

QUALIFICATIONS (EDUCATION, TRAINING, AND EXPERIENCE):

1. High school diploma or its equivalent.
2. Three (3) years of meter reading and meter service experience.
3. An equivalent combination of education and experience that is determined to be directly related to the foregoing specific requirements may be substituted.
4. Completion of City University Level one (1) or completion within twelve (12) months.

SPECIAL REQUIREMENTS:

1. Must possess and maintain a valid state of Florida driver's license.
2. Must maintain a valid home telephone number.
4. May be required to work overtime, or alternate hours, as necessary for the efficient operation of the department. Position may be designated as Mission Critical by Department Director.