



## **Ute Water Conservancy District Job Description**

<b>Job Title:</b>	T&D Customer Service Representative
<b>Job Code:</b>	Utility Services
<b>Salary Range:</b>	\$25.12 – \$35.30 hourly Level II \$24.66 – \$32.91 hourly Level I
<b>Department:</b>	Transmission & Distribution
<b>Reports To:</b>	Transmission & Distribution Superintendent
<b>FLSA Status:</b>	Non-Exempt
<b>Compensation Factor(s):</b>	Education, Training & Experience; Merit System; Seniority
<b>Prepared Date:</b>	January 2021
<b>Revised Date:</b>	March 2024

### **SUMMARY**

This position works under the direction of the T&D Superintendent and is responsible for providing exceptional customer service by investigating customer complaints concerning water leakage and low pressure, processing utility line locates and meter installations, organizing and maintaining maps and files, and delivering resolutions with tact and professionalism. Thorough and concise verbal and written communications are critical to this position.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

Performance of duties follows qualitative and quantitative standards established by the District as well as any federal, state, and local regulations.

- Promptly and professionally responds to customer calls or complaints regarding water line leaks, water service problems or other related complaints or requests, and gathers the necessary details to relay information to immediate supervisor, or the appropriate department or personnel.
- Coordinates utility line locates by receiving and monitoring incoming locate data and dispatching information to field locator.
- Initiates outgoing locate requests for new meter installations, emergency leak repairs, line tie-ins, fire line taps, road patch repairs and other work orders.
- Completes locate request form using maps and other sources to determine the excavation site.
- Calls and reports all damages to utility companies.
- Notifies water treatment plant of flushing activities.
- Receives water quality calls from the water treatment plant and dispatches to field crew for investigation.

- Tracks water complaints and logs information into the Customer Inquiry Dashboard.
- Processes construction and meter installation work orders efficiently by tracking and entering information into computer database then conveys information to GIS for mapping.
- Reconditions, organizes, and files maps.
- Records new and updated copper measurements, notes leak issues on the customer's side of the service line from service work orders, and updates customer information in Caselle.
- Tracks monthly construction work orders and meter installations on monthly spreadsheet.
- Collects all third-party utility damage reports and stores detailed information in case of billing by the utility owner.
- Maintains and generates the billing information for fill station usage then provides information to the Finance department.
- Maintains outage list of fire hydrants and/or fire lines, contacts emergency services when fire hydrants and/or fire lines are out of service and promptly notifies when infrastructure is back in service.
- Receives, maintains, and monitors water orders for reservoir companies.
- Applies assessment/fines in accordance with District Rules and Regulations and/or policy for misuse of District owned infrastructure. Upon approval by T&D Superintendent, communicates information to billing department.
- Programs new fill stations and sets up new customers into Water+ system and Caselle.
- Provides administrative support to Colorado Certified Water Professionals ("CCWP") in the T&D department. Tracks training units. Communicates and coordinates known training opportunities with training units available to employees and their supervisor. May assist in the registration process for training courses. May assist employees with portal registration or recertification process. Schedules employees for CCWP certification testing. Tracks certification expiration dates. Provides courtesy notice of upcoming certification expiration to employees. May assist employees with the recertification process.
- Efficiently maintains, tracks, and organizes inventory for supply room.
- Maintains inventory of soda and candy machines.
- Drafts professional correspondence to customers and third-party entities.
- Completes assigned tasks in compliance with the EPA's Lead and Copper Rule. This includes, but is not limited to: fielding customer calls, questions, concerns or scheduling property visits; relaying information to appropriate supervisor; coordinating with employees, external organizations, and contractors on service line replacement; responsible for spreadsheet data entry from the Service Line Inventory Sheet form for GIS department to upload into ESRI; creates and maintains filing system of each property's Service Line Inventory Sheet form and/or Permit to Entry form; and works with other departments such as External Affairs, Customer Service, Engineering, and the Water Treatment Plant to educate, update, and inform internal staff of ongoing activities.
- Regularly communicates with customer service department regarding known emergency leaks, outages, or any pertinent information impacting operations.
- Responsible for maintaining the street and subdivision guidebook.
- In coordination with T&D personnel, responsible for maintaining, reviewing, and revising T&D Standard Operating Procedures, at least annually.
- Regular or continuous public contact. Interacts respectfully and professionally with other employees and the public.



- Operates a motor vehicle.
- Demonstrates reliable and consistent job attendance.
- Performs the essential functions listed on pages 3, 4, and 5 of this job description.

**GENERAL DUTIES**

- General duties may be assigned. Assist in other areas as assigned.
- Management retains the discretion to change the duties of the position at any time.
- Assists in stocking warehouse and conducting inventory.

**MINIMUM QUALIFICATIONS and REASONABLE ACCOMMODATION**

To perform this job successfully, an individual must perform each essential duty and all job requirements satisfactorily. The requirements detailed within this job description are representative of the knowledge, skills, certifications, licenses, registrations, and/or abilities required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties and responsibilities. To request an accommodation, please contact the Human Resources department. You may be asked to provide additional information, including medical documentation, regarding functional limitations and type of accommodation needed.

**SUPERVISORY RESPONSIBILITIES**

This job does not have any supervisory responsibilities.

**EDUCATION, EXPERIENCE, CERTIFICATES, LICENSES, and/or REGISTRATIONS**

Based on level, the T&D Customer Service Representative matrix of education, experience, certification, and/or licensure as well as the internal career progression notice is as follows:

Level	Education	Experience	Certification	Licenses
II	High School Diploma or General Education Degree	Three (3) years or more of administrative support or customer service experience	Valid CCWP Class I or higher Water Distribution System Operator Certification	Valid Colorado Driver's License
I		Two (2) years or more of administrative support or customer service experience	None	

Required: High school diploma or general education degree (GED).  
A minimum of two (2) years of administrative support or customer service experience.  
Must possess a valid Colorado Driver's License.

Preferred: Knowledge or familiarity with Caselle, Water+, web-based ticket management system Locator LOGiX.



Preferred: Valid CCWP Class I, II, III or IV Water Distribution System Operator certification.  
Valid ASSE Certification for Backflow Prevention Assembly Tester.  
Demonstrated water related experience such as knowledge or familiarity of distribution systems, storage tanks, meters, fire hydrants, main water lines, service lines, backflow devices, locates, and repairs.  
Training in Trenching & Excavation, Confined Space, CPR/First Aid

Any equivalent combination of certifications, education, or experience that provides the required skills, knowledge, and abilities of the position.

### **LANGUAGE and COMMUNICATION SKILLS**

- Must communicate in English.
- Read and interpret documents such as maps, utility locates, safety rules, and procedure manuals.
- Read, interpret, and write work orders.
- Write routine reports and correspondence.
- Speak effectively with customers, supervisors, and employees of the District.
- Handle complaints with tact and professionalism.

### **COMPUTER SKILLS**

- Must be proficient in the use of computers, including software such as the Microsoft Office Suite.
- Learns District programs such as Caselle, web-based ticket management system Locator LOGiX, and other software applications.

### **MATHEMATICAL SKILLS**

- Must understand and apply basic math skills such as addition, subtraction, multiplication, and division.
- Accurately compute water volume, rate, ratio, and percent.

### **REASONING REQUIREMENTS**

- Understands and carries out written and/or oral instructions.
- Exercises independent judgment in making decisions or finding solutions in difficult situations.
- Demonstrates tact, professionalism, and patience in working with internal and external customers.

### **INTERPERSONAL SKILLS**

- Must have excellent interpersonal skills, work successfully with customers, employees, and as part of a team.
- Verbal and written communication skills are critical to this position.



### **PHYSICAL DEMANDS**

- The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.
- While performing the duties of this job, the employee is regularly required to talk and hear.
- The employee is frequently required to stand, sit, and work at a computer for up to eight (8) hours per day.
- The employee is occasionally required to use hands and fingers to handle, touch or feel; reach with hands and arms; and stoop, kneel, crouch, or crawl.
- The employee must occasionally lift and/or move up to 25 pounds.
- Specific vision requirements for this job include close vision, distance vision, peripheral vision, color vision, depth perception, and adjusting focus.

### **WORK ENVIRONMENT**

- The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.
- Most of the work is performed in an indoor office environment and frequently works directly with customers.
- Occasional exposure to fumes or airborne particles.
- The noise level in the work environment is usually moderate.
- Temporary telecommuting arrangements may be approved based on extenuating circumstances such as a pandemic, inclement weather, special projects, business travel, reasonable accommodation, or other reasons at the District's sole and absolute discretion.

### **SAFETY REQUIREMENTS**

- Employee follows safe work practices in accordance with industry and District standards.
- Must wear and use personal protective equipment as required.

### **HOURS**

- This is a non-exempt position.
- Must work a 40-hour work week and overtime when workload demand requires it.
- Typical work hours are Monday through Friday from 8:00am to 4:30pm.

