



Title: Utility Service Agent

FLSA Status: Non-Exempt

BRIEF DESCRIPTION:

The purpose of this position is to perform reconnects and disconnects of utility service to customers and check meter readings. This is accomplished by conducting rereads of water and gas meters, locating meters and open meters when same day payment is made. Other duties include verifying meter id numbers, verifying addresses on new accounts, providing various notices, which are hangers on customers' doors, relating to their gas and water accounts and request for customers to sign gas acknowledgement form when gas service is reconnected.

ESSENTIAL FUNCTIONS:

Note: This information is intended to be descriptive of the key responsibilities of the position. The list of essential functions below does not identify all duties performed by any single incumbent in this position. Additionally, please be aware of the legend below when referring to the physical demands of each essential function.

(S) Sedentary	(L) Light	(M) Medium	(H) Heavy	(V) Very Heavy
Exerting up to 10 lbs. occasionally or negligible weights frequently; sitting most of the time.	Exerting up to 20 lbs. occasionally; 10 lbs. frequently; or negligible amounts constantly; OR requires walking or standing to a significant degree.	Exerting 20-50 lbs. occasionally; 10-25 lbs. frequently; or up to 10 lbs. constantly.	Exerting 50-100 lbs. occasionally; 10-25 lbs. frequently; or up to 10-20 lbs. constantly.	Exerting over 100 lbs. occasionally; 50-100 lbs. frequently; or up to 20-50 lbs. constantly.

#	Code	Essential Functions	% of Time
1	L	Reconnects Utility Services by driving or walking to the location, opening valves, taking readings from the meter, and completing the proper paperwork to open/reactive the account.	20
2	L	Disconnects Utility Services by driving or walking to the location, closing valves, taking readings from the meter, and completing the proper paperwork to open/reactive the account.	20
3	L	Inspect meters for unauthorized connections, defects, and damage such as missing lids, regulator plug, leaking meters and spinning meters.	20
4	L	Verify readings in cases where consumption appears to be abnormal, customer request for a reread, occupant change orders, or contractor had difficulty reading the meter. Also, record possible reasons for fluctuations and take pictures of the meter when needed.	20
5	L	Deliver courtesy (hanger) and important notices (hangers) to residences and business establishments by walking or driving.	20



JOB REQUIREMENTS:

-Description of Minimum Job Requirements-	
Formal Education	Work requires knowledge necessary to understand basic operational, technical, or office processes. Level of knowledge equivalent to four years of high school or equivalency.
Experience	Under and including one year.
Supervision	Job has no responsibility for the direction or supervision of others.
Human Collaboration Skills	Work requires regular interaction involving exchange and receipt of information.
Freedom to Act	The employee normally performs the duty assignment after receiving detailed instructions as to methods, procedures, and desired end results with little room for deviation. The immediate supervisor may, at times, provide close and constant review.
Technical Skills	Basic: Work requires the use of standard technical skills appropriate to the work environment of the organization
Fiscal Responsibility	This job title has no budgetary/fiscal responsibility
Reading	Basic - Ability to recognize meaning of common two- or three-syllable words. Ordinarily, such education is obtained in elementary school up to high school. However, it may be obtained from experience and self-study.
Math	Basic - Ability to perform the four basic arithmetic operations (addition, subtraction, multiplication, division). Ordinarily, such education is obtained in elementary school up to high school. However, it may be obtained from experience and self-study.
Writing	Basic - Ability to write simple sentences containing subject, verb, and object, and/or series of numbers, names, and addresses. Ordinarily, such education is obtained in elementary school up to high school. However, it may be obtained from experience and self-study.
Certification & Other Requirements	Valid operator's license



OVERALL PHYSICAL STRENGTH DEMANDS:

-Physical strength for this position is indicated below with "X"-					
Sedentary	Light	X	Medium	Heavy	Very Heavy
Exerting up to 10 lbs. occasionally or negligible weights frequently; sitting most of the time.	Exerting up to 20 lbs. occasionally, 10 lbs. frequently, or negligible amounts constantly OR requires walking or standing to a significant degree.	X	Exerting 20-50 lbs. occasionally, 10-25 lbs. frequently, or up to 10 lbs. constantly.	Exerting 50-100 lbs. occasionally, 10-25 lbs. frequently, or up to 10-20 lbs. constantly.	Exerting over 100 lbs. occasionally, 50-100 lbs. frequently, or up to 20-50 lbs. constantly.

PHYSICAL DEMANDS:

C Continuously <small>2/3 or more of the time.</small>	F Frequently <small>From 1/3 to 2/3 of the time.</small>	O Occasionally <small>Up to 1/3 of the time.</small>	R Rarely <small>Less than 1 hour per week.</small>	N Never <small>Never occurs.</small>
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Note: This is intended as a description of the way the job is currently performed. It does not address the potential for accommodation.

-Physical Demand-	-Frequency-	-Brief Description-
Standing	F	Communicating with Co-Workers
Sitting	C	Driving
Walking	F	To other departments, offices, and office equipment & around worksite.
Lifting	O	Driving
Carrying	N	
Pushing/Pulling	O	Tables and Chairs
Reaching	R	For Supplies
Handling	O	Paperwork and Tools
Fine Dexterity	C	Computer Keyboard, tools and telephone keypad
Kneeling	O	Retrieving items from lower shelves/ground
Crouching	C	Retrieving items from lower shelves/ground
Crawling	R	Under Equipment
Bending	C	Making Repairs and Retrieving items from lower shelves/ground
Twisting	C	Getting inside vehicle
Climbing	R	Steep Stool
Balancing	R	On Equipment
Vision	C	Computer Screen, Reading and Driving
Hearing	O	Communicating via telephone/radio, to co-workers and Public
Talking	O	Communicating via telephone/radio, to co-workers and Public
Foot Controls	C	Driving
Other (specified if applicable)		



MACHINES, TOOLS, EQUIPMENT, SOFTWARE, AND HARDWARE:

Hand tools and vehicle.

ENVIRONMENTAL FACTORS:

C Continuously	F Frequently	O Occasionally	R Rarely	N Never
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D Daily	W Several Times Per Week	M Several Times Per Month	S Seasonally	N Never
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-Health and Safety Factors-	
Mechanical Hazards	C
Chemical Hazards	R
Electrical Hazards	R
Fire Hazards	R
Explosives	R
Communicable Diseases	R
Physical Danger or Abuse	R
Other (see 1 below)	N

-Environmental Factors-	
Respiratory Hazards	S
Extreme Temperatures	S
Noise and Vibration	D
Wetness/Humidity	S
Physical Hazards	D

(1) N/A

PROTECTIVE EQUIPMENT REQUIRED:

NON-PHYSICAL DEMANDS:

F Frequently From 1/3 to 2/3 of the time	O Occasionally Up to 1/3 of the time	R Rarely Less than 1 hour per week	N Never Never occurs
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-Description of Non-Physical Demands-	-Frequency-
Time Pressure	F
Emergency Situation	R
Frequent Change of Tasks	R
Irregular Work Schedule/Overtime	R
Performing Multiple Tasks Simultaneously	F
Working Closely with Others as Part of a Team	F
Tedious or Exacting Work	O
Noisy/Distracting Environment	O
Other (see 2 below)	F

(2) office, vehicle, and outdoors-

PRIMARY WORK LOCATION:

Office Environment		Vehicle	
Warehouse		Outdoors	
Shop		Other (see 3 below)	X
Recreation/Neighborhood Center			

(3) City Residences and Business

