

## Customer Service Field Representative

**DEPARTMENT:** Customer Service  
**SCHEDULE:** 8AM-5PM

**PAY GRADE:** 3

### **Position Summary**

The Customer Service Fieldman is responsible for responding to calls, complaints or emergency events that requires investigating and resolving issues that are related to water service and/or billing inquiries. This position is also responsible for turning on and off water service and the meter change out program. Additionally, this position contributes to the regulatory compliance and efficient operations of the District.

### **Essential Functions**

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of this position.

- Responsible for daily customer inquiries, turn on water service, delinquent account notification and disconnection program, including disconnects for the Sanitation District
- Responds to, investigates, repairs and resolves customer complaints
- Performs meter change out and repairs
- Maintains inventory and cleanliness of trucks and equipment
- Records data in the work order system and completes appropriate paperwork for tracking purposes
- Position requires on-call availability
- Ensures compliance of company policies, including but not limited to safety concerns and incident reporting
- This description describes only the core areas of responsibilities; specific position assignments will vary depending on the needs of the department

### **Required Education and Experience**

- High School Diploma/GED
- Customer service experience

### **Licensing/Certifications:**

- Valid Driver's License

### **Additional Skills**

- Ability to maintain effective, fair, cooperative, collaborative and respectful relationships with internal and external colleagues, peers, work teams and workgroups
- Ability to gain working knowledge of the entire distribution system
- Ability to interpret, understand and administer regulations
- Ability to work alone
- Ability to work with various computer software

### **Work Environment and Physical Demands**

This job requires climbing, balancing, stooping, kneeling, crouching, crawling, pushing, reaching, standing, sitting, lifting, talking, hearing and repetitive motions. Heavy Work: exerting up to 50 pounds. Environmental conditions: subject to extreme heat, cold, humidity, wetness, noise, and vibration. Works with equipment such as computer, copy machine, fax, and phones. Frequently required to sit, stand, walk, and reach for objects. The position requires manual dexterity; auditory and visual skills; and the ability to follow written and oral instructions and procedures. There is no regular travel expected for this position.

### **Other Duties**

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

### ***TO APPLY:***

***If you have an interest in the above named position, and you meet the listed qualifications, please complete and submit an application form which is available at [www.nkywater.org](http://www.nkywater.org) or in person at 2835 Crescent Springs Road, Erlanger, KY 41018. Applications may be submitted by email to [hr@nkywater.org](mailto:hr@nkywater.org) or mailing to 2835 Crescent Springs Road, Erlanger, KY 41018.***

**The Northern Kentucky Water District is an Equal Opportunity  
Employer/Minorities/Females/Disabled/Veterans.**

**Posting Date: January 10, 2018**