

JOB DESCRIPTION

Job Title: Customer Service Inspector
Reports To: Compliance Administrator
FLSA Status: Non-Exempt
Department: Water Resources
Date: April 11, 2024

Summary:

Perform Customer Service Inspections (CSI, inspections for meter cross-connections and for compliance with One Dwelling Per Meter policy.

Essential Duties and Responsibilities include the following. Other duties may be assigned.

- Plan, schedule, and conduct Customer Service Inspections.
- Plan, schedule, and conduct inspections for meter cross-connections and for multiple dwellings on a single meter.
- Input data and track inspection activities using electronic work order system and/or other data collection system.
- Coordinate schedule and findings of inspections for multiple dwellings on a single meter with the Customer Service Compliance Specialist.
- Maintain a record of all CSIs, cross-connections, and multiple dwellings on a single meter. Prepare any reports, forms, and memos required to document completed inspections, problems, resolutions, and recommendations.
- Monitor new construction to become familiar with the location of new utilities and those requiring CSIs.
- Survey existing connections for cross connections and proper backflow devices.
- Use maps and GPS equipment to locate and indicate meters, issues, and revisions to location of company water lines and infrastructure. Supply findings and information to GIS department.
- Develop and document standards, policies, and procedures for Customer Service Inspections. Locate and determine cross-connections and multiple dwellings on a single meter.
- Operate a computer, tablet, cell phone, and a variety of software and applications.
- Read and record GPS coordinates of Aqua distribution system equipment and infrastructure.
- Locate and report water leaks.
- Respond to call-out and on-call duties as necessary.
- Perform other tasks as designated by supervisory personnel.

Qualifications:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education/Experience:

One-year certificate from college or technical school; combined two (2) years' experience as a water operator and/or production operator; or equivalent combination of education and experience.

Language Ability:

Ability to read, analyze, and interpret common technical journals, written procedures, and instruction manuals. Ability to write routine reports and correspondence. Ability to effectively present information in one-on-one and small group situations to customers, clients, and company employees. Bilingual in English and Spanish is a plus.

Math Ability:

Ability to work with mathematical concepts such as probability and statistical inference, and fundamentals of plane and solid geometry and trigonometry. Ability to apply concepts such as fractions, percentages, ratios, and proportions.

Reasoning Ability:

Ability to apply common sense understanding to carry out detailed but uninvolved written or oral instructions. Ability to deal with problems involving a few concrete variables in standardized situations.

Computer Skills:

Work Order Processing, Word Processing, Excel, E-Mail, Internet Software.

Other Knowledge, Skills, & Abilities:

Utility locating practices and procedures; ability to operate instruments for acquiring GPS coordinates and associated data.

Certificates and Licenses:

Valid State of Texas Driver's License. TCEQ Customer Service Inspector (CSI) License.

Supervisory Responsibilities:

This position has no supervisory responsibilities.

Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly exposed to fumes or airborne particles, and outdoor weather conditions. The employee is frequently exposed to work near moving mechanical parts; toxic or caustic chemicals; biological hazards; risk of electrical shock; and vibration. The employee is occasionally exposed to work in high, precarious places. The noise level in the work environment is usually moderate.

Physical Demands:

The described physical demands are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee regularly uses hands to finger, handle, or feel; reach with hands and arms; and talk or hear. The employee is frequently required to walk, stand, sit and stoop, kneel, crouch, or crawl. The employee is occasionally required to climb or balance and taste or smell. The employee may regularly lift and/or move up to 50 pounds.

Specific vision abilities required by this job include close vision, distance vision, depth perception, and ability to adjust focus.