

# PADRE DAM MUNICIPAL WATER DISTRICT CLASS SPECIFICATION

## CLASS TITLE: Engineering Customer Service Technician

<b>DEPARTMENT:</b> Engineering	<b>ACCOUNTABLE TO:</b> Engineering Manager	<b>FLSA STATUS:</b> Non-Exempt
<b>SALARY RANGE:</b>	<b>18</b>	
<p><b>CLASS SUMMARY:</b> Incumbents are responsible for providing quality engineering customer service to the general public by providing information and assisting in answering questions on overall development procedures and Padre Dam policies. Duties include: assisting customers, developers, engineers, and contractors by phone, in person, or by mail; explain, communicate, and apply Padre Dam Rules and Regulations and Policies and Procedures; assisting in resolving problems or conflicts; researching Padre Dam records; assigning appropriate water, sewer, and/or recycled water capacity to existing or future properties; approval for building permit applications assuring adequate water and sewer capacity to the property; checking easement clearances for building permits; preparing a variety of letters, forms, documents, and correspondence; classifying and preparing quotations for water, sewer and/or recycled water services; receiving large payment amounts and preparing appropriate documents for deposits and work orders; maintaining development files and/or records; preparing documents, maps, and agendas for Board meetings; ordering office supplies; and, using miscellaneous computer applications.</p>		
<p><b>DISTINGUISHING CHARACTERISTICS:</b> This is a stand alone classification which is distinguished from other classes by its responsibility for the Customer Service aspects of the Engineering Department and the classifications of Padre Dam’s water and sewer accounts.</p>		

<b>DUTY NO.</b>	<b>ESSENTIAL DUTIES:</b> (These duties are a representative sample; position assignments may vary.)
1.	Assists customers, developers, engineers, and contractors either by phone or in person, regarding questions on property/capacity rights for water, sewer, and recycled water permits, policies, procedures. Researches and assists in resolving related problems and explains Padre Dam policies and the rules and regulations related to property development and services.
2.	Prepares all documents for customer hookup; determines the classification of water, sewer and recycled water capacity; initially sets wastewater strength codes for existing and future accounts; and assigns account numbers. Prepares and monitors water and sewer service orders from initial sign up to installation.
3.	Prepares a variety of forms and documents such as availability letters, correspondence, quotations for water, sewer and recycled water service, building permit applications, and commitment letters.
4.	Maintains files and records for developer projects, sewer files, requests for future splits of property, tentative parcel maps, building permit applications, utility statistical records and service/capacity quotations.

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DUTY NO.	ESSENTIAL DUTIES: (These duties are a representative sample; position assignments may vary.)
5.	Collects payments for Padre Dam billings such as: water and sewer quotations, plans and specifications for Padre Dam jobs, developer project billings, Padre Dam estimates for work to be done, and project deposits. Coordinates capacity fee financial reports with Finance Department.
6.	Checks building permit site plans for conflict with Padre Dam easements on private property providing certification to City/County.
7.	Inventories and orders office equipment and supplies.
8.	Performs minor drafting activities.
9.	Distributes incoming and interoffice mail. Prepares outgoing mailings for the U.S. Post Office and Federal Express.
10.	Performs other duties of a similar nature or level.

**Knowledge** (position requirements at entry):

- Customer service techniques with strong interpersonal skills;
- Basic knowledge of database and query driven application software;
- Computer office application software;
- Basic knowledge of practices and techniques in a technical office setting;
- Use and understanding of the English language.

**Skills** (position requirements at entry):

- Applying customer service techniques;
- Maintaining files and records;
- Basic writing skills;
- Performing basic mathematical calculations;
- Blue print reading (maps);
- Using a variety of computer programs (word processing, spreadsheets, & graphics);
- Inventorying and ordering supplies;
- Resolving problems;
- Using office equipment such as phones, copiers, and fax machines;
- Communication, interpersonal skills as applied to interaction with coworkers, supervisor, the general public, etc. sufficient to exchange or convey information and to receive work direction.

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**Training and Experience** (position requirements at entry):

High School Diploma or General Equivalency Diploma (G.E.D.) and one year experience working in an engineering firm or an office setting with customer contact and one year or more of office computer/software experience; or, an equivalent combination of education and experience sufficient to successfully perform the essential duties of the job such as those listed above.

**Licensing Requirements** (position requirements at entry):

- Valid California Driver's License.

**Physical Requirements:**

Positions in this class typically require: sitting, standing, walking, lifting, fingering, grasping, talking, hearing, seeing and repetitive motions.

Sedentary Work: Exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body. Sedentary work involves sitting most of the time. Jobs are sedentary if walking and standing are required only occasionally and all other sedentary criteria are met.

**Classification History:**

Date: 4/98; 1/02; 1/05