

**RESOLUTION NO. 7859**

**CITY OF SOUTH GATE  
LOS ANGELES COUNTY, CALIFORNIA**

**A RESOLUTION OF THE CITY COUNCIL OF THE CITY OF SOUTH GATE, CALIFORNIA, AMENDING RESOLUTION NO. 6454 (SALARY RESOLUTION AND POSITION CLASSIFICATION PLAN) TO UPDATE THE JOB SPECIFICATIONS OF THE WATER SERVICE REPRESENTATIVE I AND WATER SERVICE REPRESENTATIVE II POSITIONS**

**WHEREAS**, the City must, from time to time, add or otherwise adjust job classifications, job specifications and/or compensation in the Salary Resolution and Position Classification Plan in order to satisfy the changing needs and demands of the workforce and to more closely match the tasks which need to be performed by employees in the City's various departments; and

**WHEREAS**, the City desires to update the job specifications of the Water Service Representative I and Water Service Representative II positions in the Public Works Department; and

**WHEREAS**, the City, based on evaluation, has determined that changes are necessary to the job specifications of the Water Service Representative I and Water Service Representative II positions, as detailed in the proposed Class Specifications & Attributes, attached hereto as Exhibit "A" and "B;" and

**WHEREAS**, the City, in consultation with the Human Resources Division and key personnel in the Public Works Department, has determined that it is proper to update the job specifications of the Water Service Representative I and Water Service Representative II positions;

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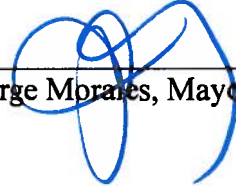
**NOW THEREFORE, THE CITY COUNCIL OF THE CITY OF SOUTH GATE DOES HEREBY RESOLVE AS FOLLOWS:**

**SECTION 1.** The City Council hereby approves and adopts the proposed job specifications for the Water Service Representative I and Water Service Representative II positions, attached hereto as Exhibit "A" and "B."

**SECTION 2.** The City Clerk shall certify to the adoption of this Resolution which shall be effective upon its adoption.

**PASSED, APPROVED and ADOPTED** this 23<sup>rd</sup> day April 2019.

**CITY OF SOUTH GATE:**


  
\_\_\_\_\_  
Jorge Morales, Mayor

**ATTEST:**

  
\_\_\_\_\_  
Carmen Avalos, City Clerk

(SEAL)

**APPROVED AS TO FORM:**

  
\_\_\_\_\_  
Raul F. Salinas, City Attorney

**RESOLUTION CERTIFICATION PAGE**

**STATE OF CALIFORNIA        )**

**COUNTY OF LOS ANGELES    )       SS**

**CITY OF SOUTH GATE        )**

I, Carmen Avalos, City Clerk of the City of South Gate, California, hereby certify that the whole number of Members of the City Council of said City is five; that Resolution No. 7859 was adopted by the City Council at their Regular Meeting held on April 23, 2019, by the following vote:

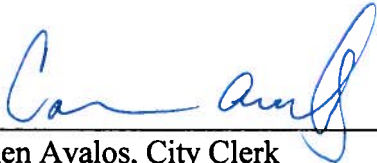
Ayes:            Council Members:    Bernal, Davila, Diaz, Morales, and Rios

Noes:            Council Members:    None

Absent:          Council Members:    None

Abstain:         Council Members:    None

Witness my hand and the seal of said City on April 24, 2019.

  
\_\_\_\_\_  
Carmen Avalos, City Clerk  
City of South Gate, California

## **WATER SERVICE REPRESENTATIVE I**

### **DESCRIPTION**

Under general supervision, performs a variety of direct customer contact and office support activities supporting the servicing and maintenance of customer accounts for water service and billing; serves as a front-line customer support position working with the public in person. Is responsible for processing requests for service, handling customer complaints, providing information and performing related work as required.

### **CLASS CHARACTERISTICS**

The Water Service Representative I is an entry level classification of the Water Services Representative series.

### **SUPERVISION RECEIVED**

Works under the supervision of the Water Operation Foreman

### **SUPERVISION EXERCISED**

Does not supervise.

### **ESSENTIAL FUNCTIONS**

*The following functions are typical for this classification. The incumbent may not perform all of the listed functions and/or may be required to perform additional or different functions from those set forth below to address business needs and changing business practices.*

Performs water audits and field inspections relating to meter rereads and water consumption inquires.

Researches customer account problems, evaluates alternatives and recommends solutions, depending upon the level of the problem.

Manually turns water on or off as directed; removes meters.

Reports the need for replacement or repair or potential hazards such as broken meter box lids.

Answers difficult and complex questions regarding customer high and low billings.

Responds to meter leaks, turns- offs or water service due to delinquency or emergency related issues.

Researches automated and hard-copy customer account records in the office; uses such information to support investigations.

Uses an iPad or computer and related software to open and close Service Requests.

Follows applicable safety rules and regulations.

May assist other field staff in responding to water system leaks and other field emergencies.

Replaces water meters and minor on-site repairs of damaged registers, as well as replacement of damaged meter box covers.

**QUALIFICATIONS**

*A typical way to obtain the requisite qualifications to perform the duties of this class is as follows:*

**Education, Training and Experience:**

Graduation from high school and one (1) year of work experience dealing with the public and maintaining customer accounts or similar records, plus a demonstrated ability to perform mechanical repair and maintenance.

**License/Certification/Special Requirements**

Possession of a valid California Class C Driver’s License and a satisfactory driving record is required at time of appointment and throughout employment. A Water Distribution Operator Grade I Certification from the State Water Resource Control Board shall be obtained within 18 months of employment.

Employee may advance to Water Service Representative II upon possession of Water Distribution Operator Grade II Certification, and a minimum of one year of experience as a Water Service Representative.

**Knowledge, Skills, and Abilities**

Knowledge of: policies and techniques for dealing with the public, particularly in situations where the customer may be irate; basic operation and maintenance of water meters and related connections, field inspection methods and techniques; safety practices and procedures related to field service work; computer applications related to the work; such as mapping and routing software.

Ability to: establish good communications with the general public as well as office personnel; deal effectively with the public, in person and over the telephone; multi-task, organize own work, set priorities and meet deadlines; drive a vehicle.

Skills: Perform basic meter maintenance and repair. Ability to speak Spanish is highly desirable.

**ADDITIONAL INFORMATION**

**CALIFORNIA DEPARTMENT OF MOTOR VEHICLE (DMV) PULL NOTICE SYSTEM**

An incumbent appointed to this position is subject to enrollment in the California DMV Pull Notice Program. The Pull Notice program provides information on the incumbent’s driving record and Driver’s License status on a periodic basis to the City of South Gate. An employee assigned a City vehicle must acknowledge receipt and understanding of City Administrative Regulations covering the use of City vehicles.

**PHYSICAL DEMANDS AND WORK ENVIRONMENT**

The physical demands and work environment described here 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 is frequently required to sit and talk or hear. The employee is occasionally required to walk; use hands to finger, handle, or feel objects, tools, or controls; and reach with hands and arms. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus. The noise level in the work environment is usually quiet in the office and moderately loud when outdoors. Incumbents are not substantially exposed to adverse environmental conditions.

Water Service Representative I  
Created, 12/10/79  
Revised, 08/12/97  
Revised, 03/12/19

**City of South Gate**  
Class Specifications and Attributes

***WATER SERVICE REPRESENTATIVE II***

**DESCRIPTION**

Under general supervision, performs a variety of direct customer contact and office support activities supporting the servicing and maintenance of customer accounts for water service and billing; serves as a front-line customer support position working with the public in person. Is responsible for processing requests for service, handling customer complaints, providing information and performing related work as required.

**CLASS CHARACTERISTICS**

The Water Service Representative II is the journey level classification of the Water Services Representative series.

**SUPERVISION RECEIVED**

Works under the supervision of the Water Operation Foreman.

**SUPERVISION EXERCISED**

Does not supervise.

**ESSENTIAL FUNCTIONS**

*The following functions are typical for this classification. The incumbent may not perform all of the listed functions and/or may be required to perform additional or different functions from those set forth below to address business needs and changing business practices.*

Performs water audits and field inspections relating to meter rereads and water consumption inquires.

Researches customer account problems, evaluates alternatives and recommends solutions, depending upon the level of the problem.

Manually turns water on or off as directed; removes meters.

Reports the need for replacement, repair or potential hazards such as broken meter box lids.

Answers difficult and complex questions regarding customer high and low billings.

Responds to meter leaks, turns- offs or water service due to delinquency or emergency related issues.

Researches automated and hard-copy customer account records in the office; uses such information to support investigations.

Uses an iPad or computer and related software to open and close Service Requests.

Follows applicable safety rules and regulations.

May assist other field staff in responding to water system leaks and other field emergencies.

Replaces water meters and minor on-site repairs of damaged registers, as well as replacement of damaged meter box covers.

## **QUALIFICATIONS**

*A typical way to obtain the requisite qualifications to perform the duties of this class is as follows:*

### **Education, Training and Experience**

Graduation from high school and at minimum one (1) year of work experience dealing with the public and maintaining customer accounts or similar records, plus a demonstrated ability to perform mechanical repair and maintenance.

### **License/Certification/Special Requirements**

Possession of a valid California Class C Driver's License and a satisfactory driving record is required at time of appointment and throughout employment. A Water Distribution Operator Grade II Certification from the State Water Resource Control Board is required.

### **Knowledge, Skills, and Abilities**

Knowledge of: policies and techniques for dealing with the public, particularly in situations where the customer may be irate; basic operation and maintenance of water meters and related connections, Field inspection methods and techniques; safety practices and procedures related to field service work; computer applications related to the work; such as mapping and routing software

Ability to: establish good communications with the general public as well as office personnel; deal effectively with the public, in person and over the telephone; multi-task, organize own work, set priorities and meet deadlines; drive a vehicle.

Skills: Perform basic meter maintenance and repair. Ability to speak Spanish highly desirable.

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Water Service Representative II  
Created, 07/01/02  
Revised, 03/12/19