

**TOWN OF OLIVER
JOB DESCRIPTION**

POSITION: UTILITY FIELD TECHNICIAN (UTILITY CLERK)	DATE: JULY 18, 2017
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REPORTS TO: DEPUTY FINANCE OFFICER	DEPARTMENT: FINANCE
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JOB SUMMARY

Receiving work direction from the Deputy Finance Officer, the Utility Field Technician (Utility Clerk) is responsible for collecting meter consumption data, maintaining the meter inventory, maintaining customer databases, preparing consumption reports and responding to utility inquiries. The Utility Field Technician (Utility Clerk) is also responsible for acting as a liaison between the customer and public works, responding to general public inquiries, assisting customers with completing various forms and acting as a public service representative for the Town to ensure the general public and clients are provided responsive customer service, which may include troubleshooting minor meter issues.

REQUIRED QUALIFICATIONS

Education, Training and Experience

Grade 12 or equivalent supplemented with computer courses. Minimum of two years administrative experience. A valid BC Driver's Licence, Class 5 is required.

Knowledge, Skills and Abilities

Demonstrated proficiency with Microsoft Office Suite, with emphases on detailed excel spreadsheet and e-mail applications.

Proficiency with computers and other office equipment including aptitude and eagerness to learn new computer tasks on specialty billing and accounting software.

Ability to work independently, effectively organize activities and manage multiple priorities.

Ability to exercise courtesy and tact in the exchange of information with other employees and the public.

Ability to diffuse potential conflicts with some members of the public.

Ability to maintain sustained attention to detail.

Ability to prioritize workload.

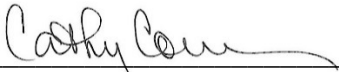
Good physical condition to be able to perform site inspections and undertake minor meter issues repairs.

RESPONSIBILITIES

1. Answers general and utility inquiries, resolves concerns as experience permits, and refers to other staff as required to ensure residents are provided responsive customer service.
2. Maintains the meter inventory by ordering meters, updating meter inventory database as meters are installed or purchased, inputting meter receptacle identification data to ensure

meter data is accurately recorded and adequate inventory is available and tracks warranty returns.

3. Collects meter consumption data using radio-based data collection equipment and uploads data into the utility billing system to ensure accurate usage records are maintained.
4. Prepares water consumption reports detailing consumption data, leak detection and other data recorded by the meter reader. Reviews water consumption reports to identify irregular consumption and water use patterns. Identifies solutions to address consumption concerns as experience permits. Identifies and reports defective meters for replacement or repair.
5. Monitors no reads, reverse flow and no consumption issues and provides guidance to utility customers experiencing consumption irregularities such as over consumption, leaks, etc to promote water conservation methods by conducting an initial inspection of the meter to determine if it is operating correctly, querying the customer on water use practices, providing print material on water conservation techniques and tips, and seeking advice from other public works staff to resolve issues, as required.
6. Assists with preparing utility billing, as directed.
7. Troubleshoots and performs basic repairs and replacements of meter register heads. This could entail site visits to do location inspections and minor repairs of the meters.
8. Initiates and tracks work orders on troublesome meters and reading errors.
9. Performs other related duties as required.



Chief Administrative Officer