## CLASS TITLE: SEWER & WATER CUSTOMER RELATIONS EXAMINER

**CLASSIFICATION SPECIFICATION**

**SPECIFICATION:**
6/29/2012 Pay Level 9

**MAJOR AGENCIES:** ENVIRONMENTAL SERVICES

**CODE:** 54202

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### CLASS CONCEPT:
Coordinates contractors with work-sites, examines plans and quotes by outside vendors, specialized customer service work in the water and sewer services occupation requiring working knowledge of customer relations techniques; working independently under general supervision monitors and investigates the sewer & water road repair program, investigates and addresses customer complaints regarding water quality, wastewater backups and property damage, collects and performs field testing of water and wastewater samples, and coordinates related water quality programs.

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<th>JOB DUTIES</th>
<th>MAJOR WORKER CHARACTERISTICS</th>
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<tbody>
<tr>
<td>1</td>
<td>Oversees and monitors sewer and water road repair program (investigates, inspects, tracks and reports on road, sidewalk, yard and miscellaneous concrete repairs completed by municipalities, contractors or county repair crews); works with contractors and investigates and documents pavement cuts; examines quotes and plans to determine appropriate amount to fund work-site repairs, receives &amp; independently investigates customer complaints regarding water quality, water and sewer service and restoration work, resolves problems or recommends corrective measures; receives &amp; investigates property damage claims resulting from water &amp; sewer service, interviews customers, makes recommendations to management concerning claim settlement; collects water and wastewater samples as required for laboratory testing of County water and wastewater for a variety of elements/conditions including bacteria, chlorine, fluorides, hardness, hydrogen sulfide, metals, and volatile organic compounds, etc.</td>
<td>Knowledge of 10 (safety practices – construction, OSHA, Ohio Dept of Health), 11a (public relations), 14 (government structure &amp; process – Montgomery County sewer&amp; water system, )* 16 (interviewing); Skill in 29 (equipment operation–sampling equipment, personal computer, Microsoft Office software, computerized maps, operate motor vehicle ); Ability to 30f (deal with problems involving several variables in familiar context), 30k (understand practical field of study – plumbing), 30l (define problems, collect data, establish facts &amp; draw valid conclusions), 31c (add, subtract, multiply &amp; divide whole numbers), 31d (calculate fractions, decimals &amp; percentages), 32n (understand manuals &amp; verbal instructions, technical in nature), 32o (prepare meaningful, accurate &amp; concise &amp; accurate reports), 32q (use proper research methods in gathering data), 33e (gather, collect &amp; classify information about data, people or things), 34b (work alone on most tasks), 34i (resolve complaints from angry citizens &amp; government officials), 35c (must be able to lift up to 100 lbs. and demonstrate full range of motion for bending, stooping and lifting), 35d (demonstrate dexterity (to use hands and/or feet skillfully).</td>
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<td>2</td>
<td>Coordinates hydrant flushing program; flushes hydrants to clear up water quality problems; coordinates the performance of quality control programs, such as: valve inspection program, leak inspection</td>
<td>Knowledge of 10, 11a, 14; Ability to 31c, 32o (prepare meaningful, concise &amp; accurate reports), 32q, 34c (cooperate with co-workers on group projects), 35d.</td>
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### UNUSUAL WORKING CONDITIONS:
Exposure to dirt, noise, weather conditions, vehicle traffic, hazardous chemicals and field conditions; on call 24-hours.

### MINIMUM CLASS REQUIREMENTS:
Equivalent to high school diploma; two (2) years customer service experience involving face-to-face public contact and must have current valid Ohio driver's license with acceptable driving record. (Other Evidences May Be Substituted)

### TRAINING & DEVELOPMENT:
Must obtain certification by Ohio Department of Health for field chlorine testing within 12 months of hire date;
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<td>Operates county motor vehicle to travel throughout the county to conduct field testing using methods consistent with OEPA standards and compiles required test data, as required utilizing county GIS mapping system for sewer &amp; water layouts.</td>
<td>Knowledge of 13 (office practices and procedures); Skill in 29 (motor vehicle operation); Ability to 30f, 31c, 32n, 32o, 32q, 34b, 35d.</td>
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<td>4</td>
<td>Maintains records of work performed, establishes &amp; maintains computer database for project records, and summarizes and reports to management on results of investigations.</td>
<td>Knowledge of 13 (office practices and procedures); Skill in 29; Ability to 32j (maintain accurate records), 32o.</td>
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(Performs Related Duties As Required)  

(*Developed After Employment)  

**UNUSUAL WORKING CONDITIONS:**  

**MINIMUM CLASS REQUIREMENTS:** (Including License, If Any)  

(Other Evidences May Be Substituted)  

**TRAINING & DEVELOPMENT:**  

must sit for next available Ohio Class I Water Distribution and Ohio Class I Wastewater Collection exams following fulfillment of Ohio EPA minimum requirements and must secure certifications within two (2) years of meeting minimum time qualifications.