

Hanover County Government
Department of Public Utilities
Utility Field Agent II (CD) – Part-time, Non-Benefited
Hourly: \$13.24 - \$18.00

General Description: This is a skilled technical field position of the Customer Service Division. The incumbent performs routine tasks that support the efficient and timely billing of customers for utility services, including the monitoring and reading of water meters.

Organization: The Utility Field Agent position is part of Hanover County's Career Development Program (CD). The Utility Field Agent has three (3) levels. The Utility Field Agent reports to the Customer Operations Manager and supervises no staff.

Essential Functions, Utility Field Agent I:

- Completes service requests and/or work orders for initiation and termination of water and sewer service.
- Checks for water leaks.
- Reads water meters utilizing a hand-held computer.
- Performs related work as assigned.

Essential Functions, Utility Field Agent II:

- Serves as back-up to the Utility Field Agent III and Utility Field Agent I.
- Completes service requests and/or work orders for initiation and termination of water and sewer service.
- Installs in-ground water meters.
- Repairs and/or replaces meter boxes, lids and meters.
- Reads water meters utilizing a hand-held computer.
- Identifies and repairs minor water leaks.
- Assists in the maintenance and conditioning of meter boxes.
- Assists with system maintenance, operation, and water line location.
- Performs related work as assigned.

Essential Functions, Utility Field Agent III:

- Oversees the work of Utility Field Agent I / II as needed, coordinating daily/monthly work flow.
- Meets with customers upon request to discuss meter function and process.
- Completes service requests and/or work orders for initiation and termination of water and sewer service.
- Installs in-ground water meters, including tracking meter inventory.
- Repairs and/or replaces meter boxes, lids and meter.
- Reads water meters utilizing a hand-held computer.
- Identifies and repair minor water leaks.
- Assists in the maintenance and conditioning of meter boxes.
- Assists with system maintenance, operation, and water line location.
- Performs related work as assigned.

Working Conditions:

A. Hazards

- Prolonged exposure to sunlight
- Occasional exposure to severe weather and noise
- Occasional contact with disgruntled customers
- Occasional contact with pets, other animals and insects

B. Environment

- Field – Must be able to drive to work sites

C. Physical Effort

- Infrequent lifting of objects weighing at least 25 pounds
- Significant walking across variable terrain

D. Non-exempt

Knowledge, Skills and Abilities: Knowledge of hand held reading devices, preferred. Meter reading skills, desired. Must be able to follow verbal and written instructions.

Education, Experience and Training: High school diploma or equivalent required with related experience in similar work environment required. Experience in meter reading and/or use of hand held computer devices preferred. Any equivalent combination of education, experience and/or training sufficient to demonstrate the knowledge, skills and abilities is acceptable.

Special Conditions:

- Criminal Records Check, including fingerprinting
- Valid Commonwealth of Virginia Driver's License
- Twelve-month probationary period
- Work beyond normal work schedule may be required
- Must wear uniform, including safety equipment

For more information or to apply for this position, please visit our career site at:

www.hanovercountyjobs.com