

Field Service Representative / Meter Reader, Johnson Utilities / San Tan Valley

Johnson Utilities transferred its management and operations to EPCOR USA on August 31, 2018. EPCOR is committed to being a good neighbor, a community partner, a quality employer and provider of clean drinking water that meets or exceeds all quality standards. Recruiting for this position will be handled by EPCOR USA. The successful candidate will report to and be an employee of Johnson Utilities. This is an hourly position; pay is depending on experience.

Reporting to Johnson Utilities in San Tan Valley, AZ, the **Field Service Representative / Meter Reader** performs field customer service duties including meter reading, service activation, service shut offs, setting and replacing meters, installing and/or relocating hydrant meters and investigating water and wastewater service customer complaints.

Detailed Description

Investigates customer complaints; i.e., high meter readings, noise, leaks, water quality, sewer line blockages, odors, and low/high water pressure. Determines problems and takes appropriate actions to resolve them. Assists customers in locating water leaks. Inspects water meter connections for leaks and replaces material as needed to repair leaks. Performs skilled work in the installation, maintenance and repair of the water distribution systems and sewer collection systems. Installs, reads, inspects and replaces water meters. Checks sewer manholes. Ensures implementation of standards, targets, policies, and plans to ensure the continuing and increasing operational efficiency and effectiveness. Ensures that operational integrity (quality, environment, reliability, health, safety, security, etc.) is maintained. Contributes to effective communication by listening and providing constructive feedback; supporting the creation of an open and honest work environment; sharing knowledge and information relevant to other members of the team and colleagues across the business.

Job Requirements

A high school degree or G.E.D. is required. Additional training through an apprenticeship program or a technical/vocational program. Effective verbal communication skills and interpersonal/customer service skills (listening, cooperation, tact, diplomacy). Ability to read and interpret maps, blueprints, service orders and written instructions. Ability to use small hand tools, water pressure gauges and other metering and measuring devices. Ability to work independently with a minimum of direct supervision. Computer literacy required for completing service orders in customer information system. Ability to complete reports legibly and accurately on paper and with Microsoft Word and Excel. Solid understanding of water distribution and/or wastewater collection systems. Extra incentive for achieving ADEQ Grade 1 Water Distribution and Wastewater Collection certifications.

**To apply, visit EPCOR's careers portal at:
<https://www.epcor.com/about/careers/Pages/default.aspx>**