

## Employment Opportunities

05/24/2018

Pennsylvania American Water

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Company Location/Address: 852 Wesley Drive, Mechanicsburg, PA 17055

Position(s) /Job Title(s): Field Service Representative

Job Description: Shift is Tuesday-Saturday, 7:00 am-3:30 pm

### Key Accountabilities

- Install or replace water meters with or without reading devices.
- Locate, operate and repair shutoff valves and/or boxes and external plumbing for defects or leakage.
- Examine meters, connections, internal and external plumbing for defects or leakage.
- May perform emergency plumbing repairs.
- Perform various collection activities, turn offs, reconnects and the delivery of notices.
- Investigate customer complaints and determine corrective action per Company procedure.
- May investigate illegal water usage.
- Complete all necessary forms, sketches, field notes and be knowledgeable on usage of maps and records.
- Manual digging to uncover valve and curb boxes using a shovel, digging bar or pick.
- Perform meter work in confined spaces.
- Drives vehicle and/or truck in performance of general job.
- Must serve emergency call out periodically.
- Any other duties that may be assigned by the Supervisor.

### Knowledge:

- Knowledge of customer service to be able to customer contacts courteously and with respect.
- Knowledge of tools needed to perform duties.
- General knowledge of meter installation of various sizes.
- General knowledge of plumbing.
- General knowledge of computers.
- Past customer experience.
- A valid PA's driver license.

### Skills:

- Able to manipulate and work with copper tubing.
- Pipe work and soldering.
- Able to install related fittings.
- Work with measurements.
- Understand and use specifications.
- Visualize how a finished product will look or how the system will operate.
- Use arithmetic to measure, compute amount of materials to use and to inspect product to be sure it conforms to requirements.
- Mechanical ability.
- Must be able to read and understand instructions, safety rules, etc.
- Must be able to communicate with customers with poise, voice control and confidence using correct English and well-modulated voice.
- Physically able to perform the duties of this classification: Climbing. Stooping. Kneeling. Crouching. Crawling. Reaching. Handling. Fingering. Feeling. Balancing. Working from a ladder. Lifting 50 lbs. with frequent lifting and/or carrying of objects weighing up to 10 lbs. Emergency call out at various hours.

#### Competencies:

Functional / Technical Skills

Learning on the Fly

Organizational Agility

Problem Solving

Time Management

#### Experience:

- Any related activities and past work activities with water systems is suggested.
- Experiences in meter reading, customer service, plumbing or water distribution work and computer.
- Cross training in water meter department.

#### Education:

- High school graduate or equivalent
- Certificate courses such as backflow, distribution, computer training, etc.

Type of Position: Full-time

Position Available on: 05/25/2018

Additional Information: apply online at:

<https://career4.successfactors.com/sfcareer/jobreqcareer?jobId=91723&company=amwater&username=>