



## **JOB ANNOUNCEMENT**

### ***General Public Vacancy***

**OPEN DATE: September 17, 2024**

**CLOSE DATE: Until Filled**

**JOB TITLE:** Field Customer Service Representative I

**PAY RATE:** \$14.00/hour

**DEPARTMENT:** Utility Services

**DIVISION:** Field Customer Service

#### **SUMMARY:**

Performs under the direction of the Utility Services Field Supervisor. The Utility meter reader performs semi-skilled work involving the reading and recording of meter readings, either water or gas, at various addresses and locations throughout the city.

#### **DUTIES AND RESPONSIBILITIES:**

- Drives a city vehicle or walks various routes to read meters on these routes.
- Records the readings of each address along the routes.
- Will read meters and be required to work in all types of weather conditions.
- Maintain routes by replacing or raising meter lids and keeping the area around the meters clear. Remove and replace both gas and water meters as may be required.
- May be required to assist locate a person when emergencies arise.
- Other duties as assigned.

#### **MINIMUM JOB REQUIREMENTS:**

- High school diploma or equivalent.

#### **EMPLOYMENT REQUIREMENTS:**

- Must possess and maintain a New Mexico Class D Driver's License.

#### **KNOWLEDGE, SKILLS, ABILITIES:**

- Must be able to communicate effectively verbally and in writing.
- Ability to perform manual work.
- Must be capable of learning the location of each meter at each address.
- Must have some knowledge of the operation of gas and water meters.
- Must be familiar with street names and locations of such streets throughout the city.

#### **WORK ENVIRONMENT:**

- Work is performed primarily outdoors about 90% of the time and 20% in the office.
- Work is performed in all types of inclement weather conditions.
- **Mobility Factors:** Walk 80%, Climb steps 10%
- **Primary work position:** Stand 80%, sit 20%.
- Must have good health, strength and stamina to perform arduous tasks.

*Field Customer Service Representative I*

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## **SPECIFIC MOVEMENTS:**

TRUNK: Bends constantly.

ARMS: Reaches, extends to vehicle/equipment compartment and/or dash boards.

Carries 50 lbs. Maximum, approximately 50 feet.

LEGS: Bends walks and kneels constantly.

HANDS: Gross dexterity, occasionally, grasps/ manipulates, frequently, speed required frequently, bilateral coordination, frequently, eye/hand coordination frequently.

**SPECIAL CONDITIONS:** In an emergency, situation employees will be expected to report to work when called.

### **STAMINA**

- Sitting is an occasional requirement of the job. Duties performed during sitting are:
  - Filling out work orders
  - Use of computer terminal
  - Driving to worksite
- Walking is a frequent requirement of the job. Duties performed during walking are:
  - Reading meters
  - Replacing lid covers
  - Cleaning of debris
- Standing is a frequent requirement of the job. Standing includes all tasks while standing and walking. Duties performed during standing are:
  - Reading meters
  - Interacting with customers
  - Replacing lid covers
  - Exchange gas meter lenses
- Sprinting/running is an occasional requirement of the job. Duties performed during sprinting/running are:
  - Responding to gas and water leaks

### **FLEXIBILITY**

- Bending or twisting the neck more than the average person is a frequent requirement of the job.
- Bending or twisting the trunk more than the average person is a frequent requirement of the job.
- Squatting/stooping/kneeling is a frequent requirement of the job.
- Reaching above the head is an occasional requirement of the job.
- Repeating the same hand, arm, or finger motion many times is a frequent requirement of the job.

### **ACTIVITIES**

- Climbing is an occasional requirement for the job.
- Hand/grip strength is an occasional requirement of the job.
- Driving on the job is a frequent requirement of the job.
- Use of arms and hands
- Manual dexterity is a frequent requirement of the job.
- Finger dexterity is a frequent requirement of the job.

### **LIFTING**

- Lifting items that weigh 1-25 lbs. is an occasional requirement of the job.
- Lifting of items is from floor to waist.

### **CARRYING TASKS**

- Carrying items that weigh between 10-25 lbs. , 25-50 lbs. , 50-75 lbs. , 75-90lbs. , and over 90 lbs. is non-applicable to the job.

### **WORKING CONDITIONS :**

- Working conditions are the physical surroundings of an employee in a certain job.
- Working inside is an occasional requirement of the job.
- Working outside is a frequent requirement of the job.
- Working in temperatures below 32 degrees is an occasional requirement of the job.
- Working in temperatures above 100 degrees is an occasional requirement of the job.
- Walking on slippery surfaces is an occasional requirement of the job.
- Working in confined spaces and/or cramped body positions is an occasional requirement of the job.
- Working in loud noise areas where you have to raise your voice to be heard is an occasional requirement of the job.
- Exposure to sunlight is a frequent risk on the job.
- The risk of getting a minor injury is occasional to the job.
- The risk of being bitten by animals or insects is frequent on the job.
- Exposure to infection is an occasional risk on the job.
- Exposure to environmental allergens is a frequent risk on the job.
- Contact with oils or other petroleum products is an occasional risk of the job.
- Exposure to gases, fumes, sprays, etc. is a frequent risk on the job.
- Meeting deadlines with severe time constraints is an occasional requirement of the job.
- Interacting with the public or other workers is a frequent requirement of the job.
- Working alone is a frequent requirement of the job.
- Direct responsibility for the safety, well-being or work output of other people is an occasional requirement of the job.
- Multiple demands from several people are a continuous requirement of the job.

### **VISION**

- Seeing objects/persons at a distance is a frequent requirement of the job.
- Seeing close work such as typed or handwritten material is a frequent requirement of the job.
- Being able to tell differences among colors is a frequent requirement of the job.
- Having very good depth perception is an occasional requirement of the job.

### **HEARING**

- Hearing conversation in a quiet environment is an occasional requirement of the job.
- Hearing conversation in a noisy environment is an occasional requirement of the job.
- The ability to tell where a sound is coming from is an occasional requirement of the job.
- Hearing differences among bells, buzzers, beeps, horns, etc is a frequent requirement of the job.

### **SPEECH/COMMUNICATION**

- Communicating through speech is a frequent requirement of the job.

### **USE OF PERSONAL PROTECTIVE EQUIPMENT**

- Personal Protective Equipment is a frequent and continuous requirement of the job.
- Gloves are a frequent requirement of the job.
- Steel-toed shoes are a frequent requirement of the job.

- A bodysuit is an occasional requirement of the job.
- Goggles or safety glasses are an occasional requirement of the job.
- A hard hat is an occasional requirement of the job.
- Earplugs/muffs are an occasional requirement of the job.
- A face shield is an occasional requirement of the job.
- A safety vest is an occasional requirement of the job.
- Insect repellent is an occasional requirement of the job.

**NOTE:** This position is subject to drug testing both pre-employment and random as set forth in the City of Las Vegas Drug Policy.

**APPLICATION PROCEDURE** – Interested applicants must submit a City of Las Vegas Employment Application.

The employment application is available at:

<https://www.lasvegasnm.gov/general-7-1>

Application Materials can be sent to: Human Resources Department  
1700 N Grand Avenue  
Las Vegas, NM 87701

OR send via email to: [consuelo@lasvegasnm.gov](mailto:consuelo@lasvegasnm.gov)

**Reviewed and approved for publishing by:**

  
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Timothy Montgomery, City Manager

  
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Darlene Arguello, Human Resource Director