



## SERVICE WORKER II UTILITY BILLING DIVISION FINANCE DEPARTMENT

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**MAJOR FUNCTIONS:** This is semi-skilled manual work and involves completing water service work orders accurately and timely. Must be able to provide the public with policies and procedures concerning utility rate structures and program schedules while displaying extreme tact and courtesy. Work is performed under the direction of the Utility Billing Superintendent.

**ESSENTIAL DUTIES:** Responsible for reading water meters, completing daily service requests, and installation/removal of water meters. Conversing with customers in the field may occur and will be done in a polite and informed manner. Will need to be able to identify different issues with meters or lines and report any safety concerns or signs of vandalism. Need to be able to operate various landscaping equipment (e.g., mower, tractor, edger, weed eater, hedge trimmer, saw). Be comfortable utilizing the City's internal communication (radio) system. Will be required to perform other non-essential duties as needed.

**KNOWLEDGE, EDUCATION, AND EXPERIENCE:** Knowledge of basic water distribution system installation and maintenance techniques, operation of landscaping equipment and grounds related tools and occupational hazards. Ability to work and communicate effectively with the public and with other employees is essential.

Graduation from High School or G.E.D. Prefer successful candidate to have at least one (1) year of water distribution and/or customer service experience.

**JOB LOCATION:** Public Utilities Department, 215 Main Street

**WORK SCHEDULE:** Monday - Friday, 8:00 a.m. - 5:00 p.m.  
Must be able to work evenings and weekends, as needed.

**HIRING RATE:** \$34,480 Annually

**CLOSING DATE:** Open Until Filled

Persons interested in this position should complete a City of Auburndale application and submit it to the Utility Billing Superintendent, 215 Main Street, Auburndale, FL 33823. Applications may also be obtained and submitted online at [www.auburndalefl.com](http://www.auburndalefl.com). The successful applicant will be required to pass a pre-employment physical and drug screening.

*The City of Auburndale is a Drug-Free Workplace and an Equal Employment Opportunity Employer.*