

**Decatur Utilities**  
172 N 2<sup>ND</sup> Street  
Decatur, IN 46733  
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khackman@decaturin.org



**Kevin Hackman, Utilities Auditor**

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**PRESS RELEASE**

**JOB OPENING**

The City of Decatur Water Dept is looking to fill the position of Service Representative. The Service Rep. is responsible for ensuring customer satisfaction by responding to inquiries, requests for service, questions about payments, and concerns about existing and new accounts. The Service Rep. is also responsible for reading both residential and commercial water meters for billing purposes.

Duties and responsibilities are as follows, but not limited to:

- Walk or drive vehicle to take readings of meters
- Inspect meters for unauthorized connections, defects, and damage
- Schedule water meter service appointments related to water meter installation
- Respond to customer requests by turning on and shutting off services
- Investigate and resolve general customer inquiries, requests, and complaints
- Check water plants and read well usages during on-call hours
- Assist other City departments as needed

A successful applicant will also be required to pass WT3 Water Treatment exam within one of hire date. Applications may be submitted to Kevin Hackman on or before 4pm, Friday, June 17<sup>th</sup>