



JOB DESCRIPTION

POSITION	Field Service Technician I/II	SAFETY SENSITIVE	No
SALARY RANGE	Field Service Technician I – 11 Field Service Technician II – 19	ESTABLISHED DATE	09/19/07
FLSA STATUS	Non-Exempt	REVISION DATE(S)	03/16/22
HOURS – FT/PT	Full Time		

SUMMARY

Under general supervision the Field Service Technician installs, maintains, and reads water meters; turns water service on and off; performs water system maintenance; performs underground utility location; analyzes and interprets data; communicates directly with customers; and performs a variety of other tasks associated with field service and relative to the assigned area of responsibility.

DISTINGUISHING CHARACTERISTICS

This series class specification defines and describes the nature and levels of work performed in the Field Service Technician job series.

Field Service Technician I is the entry to mid level in the Field Service Technician series. At this level, incumbents learn and perform a limited range of the less complex or specialized work tasks, under closer supervision, with less latitude for independent action.

Field Service Technician II is the experienced, journey-level in the Field Service Technician series. At this level, incumbents perform the full range of tasks common to the classification series, under less supervision, while exercising discretion and independent judgment within established guidelines.

SUPERVISION RECEIVED/EXERCISED

Positions receive close to general supervision from a department head, manager, or supervisor, as assigned.

The Field Service Technician II has the responsibility to lead and guide staff, as well as provide training and provide technical and functional direction to staff engaged in related duties.

EXAMPLES OF DUTIES

*Job Descriptions are only intended to present a description summary of the range of duties and responsibilities associated with specified position. Therefore, job descriptions **may not** include all duties performed by individuals within the position. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to this class.*

Essential Functions:

1. Reads and records water meters manually or using an electronic recording device; uploads and downloads readings to and from computerized customer service data base and makes necessary calculations for service start up and/or accountability; responds to requests for exception re-reads, zero-reads, and/or other reading needs.
2. Installs new or replacement water meters and ensures they are registering properly; accurately GPS meter using electronic hardware and software, operate meter data management system (i.e., GeoViewer);
3. Maintains and cleans in and around meter boxes; performs routine maintenance on meters and associated devices; repairs meter leaks and performs other related repairs, and replaces meter boxes and lids.
4. Turns water service on and off for customers, both during normal working hours and during on-call hours; explains District policy relative to the field.
5. Provides customer service by responding to customer inquiries at their home or business, including answering questions regarding meter leaks, water pressure, water quality, or high consumption readings; report water savings and identify water conservation opportunities; and analyzes and interprets consumption data.

6. Locates, identifies and marks distribution system facilities, including valves, fire hydrants and blow-offs; advises the USA Locates organization; assists in updating District's water mapping and atlas functions.
7. Assists in day to day District operations and maintenance as required including but not limited to maintenance, installation, and repair on water distribution appurtenances and lines, service installation, customer service, facility maintenance, and on-call duties;
8. Completes forms, reports, standard operating procedures utilizing computer/tablet/smart phone.
9. Performs inventory duties, and maintains necessary supplies, tools, and equipment in district vehicle;
10. Performs daily and weekly inspections of assigned District vehicle, makes minor repairs/replacements; advises supervisor of needed repairs or replacements that need additional assistance.
11. Regular attendance at the work site, attends meetings, and responds to call-outs after hours, weekends, and holidays;
12. Participates in the District's "on-call" rotation as assigned.
13. Operates a District vehicle on a daily basis in a safe and effective manner.

Marginal Functions:

1. Opens, closes and locks District buildings, sets and inactivates building alarm, and performs building security functions;
2. Maintains, raises, lowers, replaces flag as needed;
3. Performs other duties related to the classification as assigned.

MINIMUM QUALIFICATIONS

The following are representative of the qualifications necessary to perform the essential duties of the position.

Any combination of education and experience which would likely provide the necessary knowledge and abilities may be qualifying.

FST I

Experience: A typical way to obtain the experience would be to have a minimum of one (1) year of experience reading meters, preferably with a public utility.

Education and/or Training:

- High school diploma or equivalent;
- Continuing education units are required to maintain certifications and are the responsibility of the employee with support from the District;

Certificates, Licenses, Registration:

- Must possess and maintain a State of California issued Class "C" driver's license.
- Must possess and maintain or have the ability to obtain within 9 months of appointment: State Water Resources Control Board (SWRCB) **Grade I or higher** Water Distribution Operator Certificate.

FST II

Experience: A typical way to obtain the experience would be to have a minimum of two (2) years of experience in the position of Field Service Technician I. Must be fully trained and have expert level knowledge of routes and meter reading software, and all essential functions of the position.

Education and/or Training:

- High school diploma or equivalent;
- Continuing education units are required to maintain certifications and are the responsibility of the employee with support from the District;

Certificates, Licenses, Registration:

- Must possess and maintain a State of California issued Class "C" driver's license.

- Must possess and maintain a State Water Resources Control Board (SWRCB) **Grade II or higher** Water Distribution Operator Certificate.

PERFORMANCE EXPECTATIONS: KNOWLEDGE, SKILLS, AND ABILITIES

The following are representative examples of KSA's necessary to perform the essential duties of the position.

Knowledge of:

- Methods of procedures for installing, removing, repairing, and testing the operation of water meters;
- Methods, materials, tools, and equipment used in water service installation, maintenance, and repair work;
- Methods used in locating water mains and meters;
- Working principles for different types of meters;
- Appropriate forms, procedures, materials and tools used in reading meters, installation, and repairs;
- Operational characteristics of water meters and meter reading equipment;
- Principles and practices of good customer service;
- Occupational hazards and standard safety practices;
- Basic mathematics;
- District safety standards.

Skill in:

- Operating and maintaining automated meter reading equipment with radio frequency competency;
- Operating a computer, smartphone, tablet, and GPSing devices;
- Driving a District vehicle in a safe manner;

Ability to:

- Read a variety of makes and models of water meters quickly and accurately;
- Learn and perform general maintenance and calibration of water meters, and diagnose malfunctions;
- Interpret and explain District policies to customers, and deal with them in a tactful and courteous manner;
- Work productively with little or no supervision;
- Read, understand, and carry-out written and verbal instructions;
- Prioritize work and coordinating several activities;
- Communicate clearly and concisely, both orally and in writing;
- Maintain physical condition appropriate to the performance of assigned duties and responsibilities;
- Maintain mental capacity which allows the capability of making sound decisions and demonstrating intellectual capabilities;
- Maintain effective audio-visual discrimination and perception needed for making observations, communicating with others, reading, writing and operating assigned equipment;
- Utilize computer systems and software related to the needs of the District;
- Operate assigned vehicles and equipment with skill and safety;
- Make mathematical calculations with accuracy;
- Maintain accurate records;
- Work standby on a rotating basis;
- Work within a team environment; and
- Ability to establish and maintain cooperative and respectful working relationships with those contacted in the course of work.

PHYSICAL AND MENTAL DEMANDS

The physical and mental demands described here are representative of those that must be met by employees to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Physical Demands: Subject to reasonable accommodation in accordance with the requirements of the Americans with Disabilities Act (ADA) and the California Fair Employment and Housing Act (FEHA), possess the ability to shovel, dig, lift, push, pull, and/or carry objects up to 50lbs. on a regular basis. Ability to bend, twist, turn, reach, stoop, kneel, crouch, crawl, and climb routinely, as well as perform repetitive motion tasks on a regular basis. Ability to stand and walk for extended time periods, often on uneven terrain. Ability to sit for extended time periods and use office equipment such as computer terminals, copy and fax machines on a regular basis. Requires normal range hearing and vision.

Work Environment:

- **Outside:** Duties of this position require regular work in an outdoor environment that may experience extremes in weather and temperature conditions, work and traverse on uneven ground while carrying equipment.
- **Driving:** Duties require regular operation of District vehicles and entering and exiting a vehicle continuously.
- **Inside:** The administrative duties of this position are primarily conducted indoors, in an office or shop setting.
- **Fumes/Gasses:** Duties of this position require work in an environment with exposure to dust, dirt, fumes, and vapors.
- **Noise/Vibration:** Noise levels expected in an outdoors or shop setting from machinery or heavy equipment are expected. Noise levels expected of an office or indoor setting are also expected.

Equipment Use: Vehicles, light equipment, hand tools, power tools, phone, mobile tablet, 2-way radios, and basic office equipment such as computer terminals, copiers, and fax machines.

Mental Demands: While performing the duties of this class, an employee is regularly required to use written and oral communication skills; read and interpret data, information and documents; analyze and solve problems; use math and mathematical reasoning; learn and apply new skills and information; perform highly detailed work on multiple, concurrent tasks; communicate orally with District staff in face-to-face, one-to-one, and group settings; and interact with District managers, staff, officials of other governmental agencies, community and professional groups, staff and other organizations.

Safety: Follows proper safety practices at all times. Ensures compliance with the District's Injury and Illness Prevention Program.

Travel: Travels frequently conducting daily District business, attends workshops, meetings, and seminars as required.

Other: Position subject to extended work hours as needed, and to work regular standby on a rotating basis.

EMPLOYEE ACKNOWLEDGEMENT

I have read the above and understand that it is intended to describe the general content of and requirements for performing the job listed. It is not an exhaustive statement of duties, responsibilities or requirements.

I understand that this description does not preclude my Manager or Supervisor's authority to add or change duties or responsibilities and understand that the performance of other duties may be required from time to time to meet the needs of Joshua Basin Water District. I also understand this job description does not create an employment contract, implied or otherwise.

Print Employee Name

Employee's Signature

Date