



## Hi-Desert Water District Classification Specification

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**Job Title:** Lead Field Service Technician

**Job Grade:** 7

**FLSA Status:** Non-Exempt

**Date:** July 2019

### **JOB SUMMARY**

Under general supervision of the Customer Service and Billing Manager, the Lead Field Service Technician plans, organizes, coordinates and supervises the work of the Field Service Technicians I and II. The Lead resolves the most difficult complaints and questions concerning delivery of services; establishes, reviews, and evaluates field operation and schedules recommending changes of method, personnel and schedules when necessary; creates or modifies meter reader routes and performs related duties as required.

### **ESSENTIAL FUNCTIONS** *(include but are not limited to the following)*

*Class specifications are only intended to present a description summary of the range of duties and responsibilities associated with specified positions. Therefore, specifications **may not** include all duties performed by individuals within a classification. In addition, specifications are intended to outline the minimum qualifications necessary for entry into the class and do not necessarily convey the qualifications of the incumbents within the class.*

- Plans, schedules and assigns work to meter readers.
- Reviews recorded time logs of meter reader readings. Evaluates routes, monitors GIS data and reports, making changes when necessary.
- Assists the Customer Service and Billing Manager with evaluating Field Service Technician work performance. Coaches, and counsels Field Service Technicians as necessary.
- Trains new Field Service Technicians and works with experienced Field Service Technicians to assure they are training to qualify for the level II position.
- Discusses work problems with assigned staff and resolves difficulties.
- Performs daily and weekly inspections of assigned work truck in accordance with HDWD policy; assures needed routine maintenance or minor repairs/replacements are completed. Coordinates repair or maintenance work that cannot be completed in-house.
- Reviews the daily and weekly work truck inspection sheets for Field Service Technician staff and coordinates repair or maintenance work that cannot be completed in-house by the Field Service Technicians.
- Assures assigned work truck is equipped with P.P.E., drinking water, tools, and appropriate supply of parts. From time to time inspects Field Service Technician staff work trucks to assure the trucks are appropriately stocked.

- Constantly focus on potential worker safety issues and assure the issues are addressed and corrected.
- Constantly review departmental functions and recommend efficiency and continuous improvement measures.
- Handles a variety of field problems related to accurate meter readings, high consumption, delinquent accounts, turn-ons, turn-offs, non-reads and improper billings.
- Meets with customers to resolve complaints.
- Confers daily with billing department on reading customer accounts.
- Ensures the billing schedules and deadlines are kept.
- Reads and records residential and commercial meter readings, on an assigned route, using an electronic device.
- Verifies and updates Geoviewer to assure district mapping is accurate.
- Receives reports, investigates, and resolves customer complaints related to water service, high or low billing, leaks and system malfunctions.
- Rereads and verifies questionable meter reads.
- Aids customers by answering questions, recording customer complaints, briefing customers on District policies, procedures, and techniques, which can be followed to reduce cost and improve services.
- Handles routine utility work orders including turning on or off meters when necessary for new or discontinued customers.
- Prioritize and route work orders to provide efficient and prompt customer service.
- Performs a wide range of duties related to installation, maintenance, and repairs of customer's point of connection service to ensure proper operation and protection.
- Maintains shop and facilities as assigned.

## **JOB SPECIFICATIONS**

### **Knowledge of:**

- Water main and meter locations.
- Working principles for different types of meters.
- Strong working knowledge of the functions of meter reading equipment such as data logging, programming and trouble shooting.
- Appropriate forms, procedures, materials and tools used in reading meters, installation, and repairs.
- District Safety Standards
- Basic meter installation and repairs.
- Detailed knowledge of Meter Reading Routes and Schedules.
- Principles of supervision.
- District policies and procedures.

### **Skills and Abilities:**

- Motivate and train Field Service Technician staff members.
- Deal tactfully and courteously with the public using professional customer service skills.
- Work independently and make decisions using sound judgment.

- Accurately read and record water meters.
- Repair and maintain water meters and service lines.
- Recognize and report unusual conditions.
- Drive a vehicle safely.
- Work with little or no supervision.
- Prioritize and organize work orders.
- Complete meter reading routes within prescribed range of time.

### **PHYSICAL, MENTAL AND ENVIRONMENTAL WORKING CONDITIONS**

*The essential functions of this position may require the employee to perform the following physical activities. Some of these requirements may be accommodated for otherwise qualified individuals requiring and requesting such accommodations.*

#### **Physical Demands**

- Entering and exiting a vehicle continuously over a ten-hour period.
- Shoveling and digging out water meters.
- Operating District vehicles and equipment in water meter reading, maintenance, and repair work
- Must be able to frequently carry, push, reach, and lift equipment and parts weighing up to fifty (50) pounds.
- Frequently stoops, kneels, crouches, crawls, and climbs throughout the course of the day.
- Walks, stands and crouches on narrow, slippery, or erratically moving surfaces, or uneven terrain.
- Works in an environment with exposure to dust, dirt, and significant temperature changes between cold and heat.
- Communicates orally with District staff in face-to-face, one-to-one, and group settings.
- Routinely uses mobile radio and cell phone for communication.
- Routinely uses email to communicate with coworkers and supervisory personnel.
- Uses office equipment such as computer terminals, computer tablets, copiers, Fax machines.
- Stands and walks for extended time periods.
- Hearing and vision within normal ranges with or without correction.

### **QUALIFICATIONS**

#### **Education, Training and/or Previous Work Experience**

Any combination of experience and training that would provide the knowledge and abilities to perform the position is qualifying. A typical way to obtain the required knowledge and abilities would include the following:

- High school diploma or equivalent.
- One (1) to three (3) years of experience in the position of Field Service Technician II.
- Previous work experience in a lead or supervisory capacity desirable.

#### **License / Certificate:**

- Possession of a valid Class C California driver's license and satisfactory driving record free from multiple or serious traffic violations or accidents for a period of at least two (2) years.

- Possession of a California State Water Resources Control Board Grade 2 Water Distribution Certificate

**Other requirements:**

- Completion of and satisfactory results of pre-employment drug and alcohol test; physical examination (including x-ray) indicating fitness for duty; DMV record review; and background investigation.
- This is a safety-related position subject to the District's Drug Prevention and Employee Testing Program.