



Hi-Desert Water District Classification Specification

Job Title: Field Service Technician II

Job Grade: 5

FLSA Status: Non-Exempt

Date: July 2019

JOB SUMMARY

Under the general supervision of the Customer Service and Billing Manager and/or the Lead Field Service Technician, the Field Service Technician II is responsible for providing field service for accurate and properly functioning water meters and appurtenant equipment at the customer's point of service. Provides superior customer service and customer satisfaction by accurately reading meters on a consistent basis. Completes retrofit inspections and water audits. Replaces and repairs meters. Assists with the training of Field Service Technician I. Other duties in support of the Field Service Department as assigned.

CLASS CHARACTERISTICS:

Field Service Technician II is the journey level in this field service technician series. Under minimal supervision incumbents proficiently perform all tasks related to field service to include meter reading, completing work orders, and conducting water audits. Assists with entry level training of lower level Field Service Technicians.

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.*

- Reads and records residential and commercial meter readings, on an assigned route, using an electronic device.
- Receives reports, investigates, and resolves customer complaints related to water service, high or low billing, leaks and system malfunctions.
- Re-reads 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.
- Performs daily and weekly inspections of assigned work truck in accordance with HDWD policy;; makes minor repairs/replacements. Advises Lead Technician of needed repairs or replacements that cannot be done in house. Assures work truck is equipped with P.P.E., drinking water, tools, and appropriate supply of parts.
- Maintains shop and facilities as assigned.
- Assists with the training for lower level Field Service Technicians.
- Once certified and qualified, may be requested to work on-call or stand-by for the Water Operations Department.

JOB SPECIFICATIONS

Knowledge – the position of Field Service Technician II requires expert level knowledge in the following areas:

- Water main and meter locations.
- Working principles for different types of meters.
- Appropriate forms, procedures, materials and tools used in reading meters, installation, and repairs.
- District Safety Standards.
- Basic meter installation and repairs certification.
- Detailed knowledge of Meter Reading Routes.

Skills and Abilities – the position of Field Service Technician II requires expert level skills and ability to:

- 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.
- Communicate effectively with customers.
- Provide accurate information to customers upon request.
- 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.

- 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 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 I . Must be fully trained and have expert level knowledge of routes, and all essential functions of the position.

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 Water Distribution Grade 1 (D1) Certificate. Must obtain D2 Water Distribution Certificate within 24 months of appointment to the position as a condition of continued employment.

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.