

INDIAN WELLS VALLEY WATER DISTRICT
Essential Function Job Description

1. **Position Title:** FIELD SERVICE TECHNICIAN
2. **Employment Classification:** Non-Exempt
3. **Department:** Field Service
4. **Reports To:** Field Service Supervisor
5. **Fundamental Objective:** Under the direction of the Field Service Supervisor, performs a variety of semi-skilled manual labor tasks related to the construction, maintenance and operation of water systems. Performs technical tasks related to the installation, programming and maintenance of the automated meter reading technology. Performs responsibilities as District Backflow Tester.
6. **Level of Supervision Required:** Minimal. Direction is provided by the Field Service Supervisor.
7. **Supervisory Responsibilities:** None
8. **Essential Job Duties and Responsibilities:**
 - A. Inspects and tests backflow prevention devices.
 - B. Investigates customer complaints, providing solutions to backflow device problems.
 - C. Maintains database of backflow test records and reminds customers when to have their device retested.
 - D. As a certified specialist, conducts surveys of water user premises to identify cross-connection hazards, as requested.
 - E. Installs, programs and maintains automated meter reading devices. Annually inspects automated meter reading device accuracy, troubleshoots problems and makes repairs as needed.
 - F. Read water meters and accurately record usage. Upload and download route data. Walk or drive over an established route, lift meter box lid with hook and record read in writing or in a computer or use automated technology to take meter readings. May entail climbing fences and hiking, as meters are not always readily accessible, and dealing with customer pets, etc.

- G.** Maintain/clean out water meters, water meter boxes, customer service laterals and all related connections. May entail operating large or heavy equipment and dealing with snakes, spiders, pets, etc.
- H.** Construct, install, replace, relocate, remove and repair water meters, water meter boxes, customer service laterals and all related connections. May entail operating large or heavy equipment.
- I.** Discontinues or connects water service to customer's residence or establishment, following written or oral instructions. May turn service off for nonpayment of charges by customer.
- J.** Investigates consumer bill disputes providing prompt and appropriate solutions. Verifies readings to locate abnormal consumption and records reasons for fluctuations. Requires dealing with the public frequently.
- K.** Delivers various notices to customer's premises, as directed.
- L.** Makes deliveries and pick ups, as required.
- M.** Acts as warehouse receiving clerk.
- N.** Assists with physical inventories of warehouse and capital assets.
- O.** General routine maintenance of all motor vehicles and construction equipment that are assigned to the Meter shop.
- P.** General maintenance of Field Service offices and related storage areas.
- Q.** As required by the California Occupational Safety and Health Act and the Indian Wells Valley Water District's Safety Manual, responsibly, faithfully, and regularly observe all safety rules and utilize all health and safety equipment, procedures and techniques required for all tasks, circumstances, locations or weather conditions including, but not limited to, hard hats, respirators, masks, barricades, cones, flags, shields, high-visibility and protective clothing, protective gloves and footwear, miscellaneous hearing and eye protection equipment.
- R.** Perform other duties as assigned, including emergency work call out as necessary.

Attendance at various meetings, including safety meetings.

2. Reading, mathematical, written language and verbal skills necessary to perform the essential functions of the job.
3. Customer relations.

B. Ability to:

1. Plan, organize, supervise, and counsel direct reports.
2. Communicate clearly and effectively in English, both orally and in writing.
3. Respond to public concerns, inquiries, and complaints in a tactful, effective manner. Ensure both the quality and quantity of customer service.
4. Use, or learn to use, body members, hand-tools and/or special devices to work, move, or carry objects or materials such as all vehicles, machinery, equipment, tools, hardware and chemicals necessary to complete the essential job duties and responsibilities.
5. Read and work from blueprints, diagrams, maps and rough sketches, and ability to follow written and oral instructions.
6. Keep written records and make written and informal oral reports.
7. Operate a telephone, two-way radio and e-mail; knowledge and use of proper hand signals for material handling; and communicate orally and in writing with office personnel, co-workers and the public.
8. Proficiently use Microsoft Office products especially Microsoft Excel.
9. Maintain sound client/customer relationships to ensure customer satisfaction with quality and quantity of service. Maintain sound and cooperative working relationships with co-workers, supervisors and management to insure output of a good and efficient product or service.

10. Minimum Qualifications:

Any combination of experience and education that would likely provide the required knowledge and abilities would be qualifying. A typical way to meet the minimum qualifications would be:

Service or Maintenance/Repair/Construction experience; or two years of comparable water industry experience.

Education: High School Diploma or equivalency.

Certifications:

- Must possess State of California Water Distribution Grade D2 certification.
- Backflow Prevention Tester certification from a District approved certification program.
- Cross-Connection Specialist certification from a District approved certification program.

Licenses: None.

Must also successfully complete physical examination and possess a valid California driver's license with a driving record acceptable to the District's insurance underwriter.

11. Physical Demands/Requirements:

The physical requirements and the physical demands placed upon this position are outlined separately. A copy of these requirements is to be attached to this job description.

FIELD SERVICE TECHNICIAN
JOB DESCRIPTION APPROVAL

Department Manager Recommendation:

Signature: 

Date: 5-10-16

General Manager Approval:

Signature: 

Date: 10 May 2016

Received and Recorded by Human Resources:

Signature: 

Date: 5/12/16