



## POSITION DESCRIPTION

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**TITLE: FIELD SERVICES TECHNICIAN I, II AND III**

**REPORTS TO:** Field Services Supervisor

**GRADE:** 2, 3, 4

**FLSA:** Non-exempt

**CONFIDENTIAL:** No

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**SUPERVISORY RESPONSIBILITIES**

**DIRECT:** None\*

**INDIRECT:** None

*\* Field Services Technician III serves as a crew leader & provides on-site work direction and technical guidance to Field Services Technician II and I.*

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### MINIMUM QUALIFICATION REQUIREMENTS

Unless required by law, experience and education may be substituted for each other upon approval by the General Manager or their designee. Certifications required by law for each position must be obtained within first year in the position. A State of California corresponding Water Distribution Operator certification is required by law for these positions.

**EDUCATION:** High School diploma or equivalent; valid California driver's license and proof of insurability; Standard First Aid and CPR certifications are required.

**EXPERIENCE:**

**Level I:** Basic familiarity with the following: personal computers, tablet computer devices, ability to effectively utilize a personal computer and various computer applications, cathodic protection, plumbing, welding, equipment operation, hand tools, and landscaping. State of California Water Distribution Operator D1 certification is required.

**Level II:** In addition to Level I requirements, a Water Technology Certification is desirable. A minimum of three years of experience working in water operations and maintenance; demonstrated comprehension of District rules and regulations, as well as California and Federal OSHA requirements and their application; ability to safely operate all vehicles and equipment; and a State of California Water Distribution Operator D2 certification are required.

**Level III:** In addition to Level II requirements, a thorough knowledge of departmental procedures; proven ability to organize and manage competing priorities; and a State of California Water Distribution Operator D3 certification are required.

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### CONTACT RESPONSIBILITY

**INTERNAL:** Interaction with Supervisor or Field Services Technician III to receive specific work assignments and review results; District personnel to discuss and resolve technical issues; front desk and customer service personnel to coordinate assignments; all other District staff as required.

**EXTERNAL:** Interaction with general public to answer basic questions during the course of carrying out the work assignment; vendors to obtain parts and supplies; and emergency service personnel as required.

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## PHYSICAL REQUIREMENTS

Ability to walk long distances; climb steep hills and ladders; may on an infrequent basis assist with lifting up to 100 pounds; ability to tolerate frequent bending and stooping; ability to effectively utilize a personal computer; good hearing, eyesight and speech capabilities.

***These positions require the ability to be “on-call,” as well as work evenings, weekends, and holidays.***

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## ENVIRONMENTAL CONDITIONS

When working outdoors, work is performed in all types of weather. Subject to: noisy conditions, odors, contact with animals and insects, hazardous traffic conditions, confined spaces, variable weather conditions, possible exposure to heavy equipment, dust, and fumes. Wears protective clothing as required. When working indoors, work is performed in an office environment with lighting and ventilation. Subject to conversational noise from other personnel within the facility; standard background noise found in an office environment and exposure to a computer screen. Appropriate personal safety equipment is provided.

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## DETAILED DUTIES AND RESPONSIBILITIES - ESSENTIAL FUNCTIONS

These at-will position responsibilities include performing installation, testing, and maintenance work on meters, AMR/AMI (Automated Meter Reading / Advanced Metering Infrastructure) equipment, leak detection equipment, cathodic protection systems, GPS database management, and related equipment. A working knowledge and understanding of District safety rules and regulations, as well as active participation in the District’s safety programs is necessary. Reliable, stable attendance is required. The ability to interact successfully in a team environment; support of the District’s Strategic Plan and Mission Statement; and an ability to work independently with a clear understanding of goals and objectives are essential. Excellent verbal and written communication skills are required.

The following tasks are typical for this classification. Incumbents may not regularly perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business or staffing needs and changing business practices as defined by the General Manager.

<b>% TIME LEVEL</b>			<b>TASKS</b>
I	II	III	
25%	30%	30%	Performs administrative work as required: <ul style="list-style-type: none"> <li>• Prepares or assists in the preparation of all required paperwork to document work performed at the job site.</li> <li>• Assures operations within budgetary guidelines.</li> <li>• Processes work requests using automated work order systems.</li> <li>• Imports and exports account information from the utility billing system to the meter reading system.</li> <li>• Updates the customer database/utility billing system with meter information.</li> <li>• Prepares various reports from the AMI system as requested.</li> <li>• Assist with GPS database management and data logging</li> </ul>
5%	5%	5%	Participates in training on all procedures, safety, use and operation of equipment, machinery and vehicles.

<b>30%</b>	<b>25%</b>	<b>20%</b>	<p>Performs Customer Service related duties:</p> <ul style="list-style-type: none"> <li>• Performs various customer service functions, such as interacting with customers in person and via telephone, answering questions, handling cash payments, and researching customer accounts.</li> <li>• Responds to customer calls regarding water meter leaks, pressure problems, and other related concerns.</li> <li>• Reviews customer water usage reports and usage history. Verifies variances shown on the exception reports for accuracy.</li> <li>• Notifies customers of landscape issues and performs landscape clearance around meter boxes, and replacing meter lids.</li> <li>• Resolves high bill complaints, handles customer notices and door hangers, helps resolve reading issues, collects start and stop meter reads, and locks meter services off for non-payment.</li> </ul>
<b>30%</b>	<b>25%</b>	<b>20%</b>	<p>Performs District Maintenance related duties:</p> <ul style="list-style-type: none"> <li>• Timely and accurately performs assigned meter reading routes.</li> <li>• Installs, reads, removes, repairs, inspects, and tests potable and recycled water meters.</li> <li>• Troubleshoots problems with automated meter reading (AMR) and advanced metering infrastructure (AMI) meter components to obtain meter read data.</li> <li>• Replaces broken meter boxes.</li> <li>• Flow-tests water meters to determine accuracy to District standards.</li> <li>• Performs general maintenance, replacement, and repair of water meters and meter boxes to include sandblasting, sanding, and painting.</li> <li>• Reports any detection of water theft or system tampering</li> <li>• Detects and locates leaks using leak detection equipment.</li> <li>• Performs water sampling as needed in order to confirm the presence of chlorine residual and TDS (Total Dissolved Solids).</li> <li>• Assists other departments with notifications as needed for emergency and non-emergency shutdowns.</li> <li>• Performs the installation of temporary piping for water services including; pressure testing, chlorination, and water sampling of the temporary pipeline service.</li> <li>• Responds to emergency situations using sound judgment.</li> <li>• Performs or assists with other systems maintenance and construction duties including valve maintenance and replacement.</li> </ul>
<b>0%</b>	<b>5%</b>	<b>15%</b>	<p>Serves as Crew Leader providing work direction and technical instruction to other Field Services Technicians:</p> <ul style="list-style-type: none"> <li>• Reviews and inspects work performed by Field Services Technician personnel.</li> <li>• Oversees labor resources effectively, providing input and recommendations for evaluations and documentation of performance; and assures training is completed.</li> <li>• Uses sound judgment when acting as crew leader.</li> <li>• Identifies and recommends opportunities for improvement for all department functions.</li> </ul>

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**DETAILED DUTIES AND RESPONSIBILITIES - NON-ESSENTIAL FUNCTIONS**

<b>10%</b>	<b>10%</b>	<b>10%</b>	Performs all related duties as assigned.
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