



## POSITION DESCRIPTION

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**TITLE: FIELD SERVICES SUPERVISOR**  
**REPORTS TO:** Customer Services Manager  
**GRADE:** 12  
**FLSA:** Exempt  
**CONFIDENTIAL:** Yes

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### SUPERVISORY RESPONSIBILITIES

**DIRECT:** (Position Titles) Field Services Technician I, II and III  
**INDIRECT:** None

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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 the position must be obtained within first year in the position.

**EDUCATION:** High School diploma (or equivalent), valid California driver's license and proof of insurability, and Standard First Aid and CPR certifications are required. State of California Water Distribution Operator D3 certification is required and State of California Water Treatment Operator T2 certification is desirable; a Water Technology certification is highly desired.

**EXPERIENCE:** Minimum of seven (7) years of progressive experience with at least three (3) years in a lead or supervisory capacity. Specific experience depending on department to include: operation and maintenance of a water distribution system such as planning, scheduling, installing and repairing water mains, valves, pumps, fire hydrants, meters; operation of reservoirs, tanks, pump stations, pressure reducing stations; familiar with the removal and replacement of concrete and asphalt; thorough knowledge of water quality issues, demonstrated comprehension of applicable California and Federal rules and regulations regarding governmental agencies, water quality and safety; ability to effectively utilize personal computers and peripherals; proven ability to organize and manage competing priorities.

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### CONTACT RESPONSIBILITY

**INTERNAL:** Interaction with Supervisor to receive general direction and review overall work accomplishment; assigned crew to provide detailed supervision; other supervisors or lead personnel to coordinate assignments and resolve technical matters; District support staff to discuss finance, personnel and related matters; all other District personnel as required.

**EXTERNAL:** Interaction with contractors and general public to discuss maintenance issues; vendors to evaluate and/or purchase products; local government officials; 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, and exposure to a computer screen; good hearing, eyesight and speech capabilities; ability to effectively utilize a personal computer and peripherals;

excellent verbal and written communication skills.

***This position requires the ability to work evenings and weekends.***

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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 and must be used at all times.

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

Under general direction, this at will position responsibilities include planning, directing, implementing and administering meter maintenance. A working knowledge and understanding of District safety rules and regulations, as well as active participation in the District's safety programs is necessary; support of the District Strategic Plan and Mission Statement by acting as a role model and assuring departmental employees remain informed and involved; and the ability to interact successfully in a team environment are essential. Reliable, stable attendance is 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</b>	<b>TASKS</b>
<b>50%</b>	Supervises a staff of employees engaged in meter maintenance and meter reading: <ul style="list-style-type: none"><li>• Directs installation, reading, troubleshooting, repair, and replacement of potable and recycled water meters and metering systems.</li><li>• Directs and coordinates responses to complex customer complaints and/or potential leaks.</li><li>• Directs and coordinates the inspections and repairs related to meter maintenance, automated fixed base and drive-by meter reading systems, and customer service issues.</li><li>• Coordinates customer notification and "highlines" water service in conjunction with the Engineering and Operations departments.</li><li>• Directs the operation and maintenance of the Districts' leak detection monitoring systems. Manages meter reading routes, methods, procedures, and processes, including maintenance and repair of meters.</li><li>• Monitors, directs (and if needed) works jointly with the Operations Department to safeguard meters. Evaluates effectiveness of current processes.</li><li>• Researches and recommends changes on business processes to improve work efficiency regarding department operations and procedures.</li><li>• Ensures technicians obtain correct reads for water utility exception reports.</li></ul>
<b>40%</b>	Supervises a staff of employees engaged in meter maintenance and meter reading: <ul style="list-style-type: none"><li>• Oversees the implementation of strategic goals and policies.</li><li>• Makes all work assignments and reviews results.</li><li>• Provides detailed input on plan reviews related to water, recycled water, and sewer systems.</li></ul>

- Recommends hiring, termination, promotion, salary increases.
- Researches and recommends action on employee issues.
- Oversees the training and evaluation of subordinates on work skills.
- Ensures compliance with applicable regulations and all safety procedures.
- Acts as emergency (or on-call) fill-in for all supervised positions if necessary.
- Works with outside contacts to resolve inquiries, technical matters, and obtain permits.
- Participates in a variety of management meetings to provide input and resolve issues.
- Completes clear, concise reports as required, utilizing District software.
- Resolves conflict issues constructively, develops effective resolution to personnel and inter-departmental issues.
- Plans and submits policy recommendations regarding operations and procedures.
- Ability to plan and work within budgetary guidelines for assigned areas of responsibility.
- Professionally represent the District.
- Responds to emergency situations using sound judgment.
- Manages labor resources effectively, conducting interim and annual evaluations, assuring competent and timely employee feedback and documentation of performance.
- Establishes consistent methods of ongoing training for personnel.
- Organizes and implements departmental record retention for data management.

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

**10%**                      Performs all related duties as assigned.