

## **LEAD FIELD SERVICE TECHNICIAN**

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job.*

### **DEFINITION**

Under general supervision, installs, inspects, and maintains water meters and associated devices, oversees reading of water meters in an assigned area, turns water service on and off, analyze and interprets data, communicates directly with customers, and performs a variety of other field tasks associated with metering, water use and customer service inquiries.

### **DISTINGUISHING CHARACTERISTICS**

The Lead Field Service Technician is an advanced journey working level classification. At this level, incumbents perform the most complex and specialized work tasks, while exercising broader discretion and independent judgment within established guidelines.

### **SUPERVISION RECEIVED AND EXERCISED**

Direct supervision is received from the Field Service Supervisor and/or Customer Service Manager.

Technical or functional work direction may occasionally be provided to Field Service Technician I/II.

**ESSENTIAL AND MARGINAL FUNCTION STATEMENTS**--*Essential and other important responsibilities and duties may include, but are not limited to, the following:*

#### **Essential Functions:**

1. Coordinates the collection of water meter reads using Automated Meter Infrastructure (AMI); uploads and downloads readings to and from computerized billing data base and makes necessary calculations for service start up and/or accountability; responds to requests for billing concerns.
2. Installs, tests and calibrates new or replacement water meters and ensures they are measuring properly; assigns sequencing number for new installations; operates meter data management (MDM) system.
3. Retrofits and/replaces meters as part of meter replacement program; cleans in and around meter boxes; performs routine maintenance on meters and associated devices; repairs meter leaks and performs other related repairs, and replaces meter boxes and lids.
4. Plans network installations by studying orders, plans, reports, and technical specifications; gathering equipment, supplies, materials, and tools, assessing installation site.
5. Turns water service on and off for customers, both during normal working hours and after hours; explains District policy relative to the field. Collects in-field payments with mobile card reader devices, as assigned.
6. Responds to customer inquiries at their home or business, including answering questions regarding meter leaks, water pressure, water quality, or high consumption use; analyzes and interprets

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consumption data; performs water audits to assess water utilization patterns of customers.

7. Interprets and communicates water flow data (AMI reports)
8. Performs commercial, industrial and residential landscape survey/audits and identifies water conservation efforts.
9. Identifies and communicates leaks and high use flow to customers, report water savings and identify water conservation opportunities thru the District's Water Watch Program using MDM systems.
10. Identify and assists in the location and isolation of residential leaks with the use of leak detection devices.
11. Collaborate with engineering staff to assist in infrastructure improvements with the ability to read and interpret standard drawings and maps.
12. Coordinates and inspects the proper installation of meters and boxes with developers for new meter services.
13. Inspects installation and operation of water meters at construction sites in absence of a Construction Inspector.
14. Installs telecommunications equipment (CCU, RPTR), establishing connections and integrations; following industry standards. Documents and prepares an install report. Maintains network by troubleshooting and repairing outages; testing network back-up procedures; updating documentation.
15. Operates a District vehicle on a daily basis in a safe and effective manner.
16. Regular attendance at the work site.

### **Marginal Functions:**

1. May be designated to act on behalf of the Field Service Supervisor or the Customer Service Manager.
2. Opens, closes and locks District Administration building, sets and inactivates building alarm, and performs building security functions.
3. Able to perform installation and repairs using an aerial man-life (bucket/boom truck).
4. Performs related duties and responsibilities as required.

## **KNOWLEDGE, SKILLS AND ABILITIES**

### **Knowledge of:**

Operational characteristics of water meters and meter reading equipment.

Basic procedures for installing, removing, calibrating and testing the operation of water meters.

Principles and practices of good customer service.

Occupational hazards and standard safety practices.

Basic mathematics.

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### **Skill in:**

Operating and maintaining automated meter reading equipment with radio frequency competency.  
Operating a personal computer/tablet and using customer service/MDM databases.  
Driving a District vehicle in a safe manner.

### **Ability to:**

Read a variety of makes and models of water meters quickly and accurately.  
Learn and perform general maintenance and calibration of water meters, and diagnose malfunctions.  
Interpret and explain District policies to customers, and deal with them in a tactful and courteous manner.  
Work alone, independent of immediate supervision.  
Understand and carry out oral and written instructions.  
Communicate clearly and concisely, both orally and in writing.  
Establish and maintain cooperative working relationships with those contacted in the course of work.  
Maintain physical condition appropriate to the performance of assigned duties and responsibilities.  
Maintain mental capacity which allows the capability of making sound decisions and demonstrating intellectual capabilities.  
Maintain effective audio-visual discrimination and perception needed for making observations, communicating with others, reading, writing and operating assigned equipment.  
Operate and work from an aerial lift (bucket/boom truck).  
Ability to learn & perform concrete demolition, finishing, and repair.

## **REQUIRED QUALIFICATIONS**

### **Experience and Training Guidelines**

*Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:*

#### **Experience/Training:**

Four (4) years of progressively responsible experience reading and maintaining water meters, customer service, meter replacement and installation, or operation and maintenance of a water distribution or wastewater system; supplemented by specialized training in water meter operation and maintenance, irrigation systems, or water technology.

#### **Certificate:**

Possession of a valid D3 Distribution System Operator Certificate issued by the State Water Resources Control Board.

Possession of a valid T2 Water Treatment Operator Certificate issued by the State Water Resources Control Board.

Possession of a certificate of completion for Aerial Man-Lift (bucket/boom truck) Operator and Safety Course is required.

Possession of, or ability to obtain within one (1) year of appointment, the in-house Landscape Irrigation Audit certification.

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Possession of, or ability to obtain within one (1) year of appointment, the AWWA Water Use Efficiency Practitioner Grade I certification.

Possession of a valid certificate as a Certified Backflow Prevention Device Tester issued by the San Bernardino County Department of Environmental Services is desirable.

### **License:**

Possession of a valid Class C California driver's license, together with a satisfactory driving record.

## **PHYSICAL DEMANDS AND WORKING ENVIRONMENT**

*The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.*

### **Environment:**

Outdoor field environment; travel from site to site; exposure to noise and all types of weather and temperature conditions; exposure to hazardous traffic conditions; work in or around water; work and/or walk on various types of surfaces including slippery or uneven surfaces and rough terrain.

### **Physical:**

Incumbents require sufficient mobility to work in a field environment; walk or stand for prolonged periods of time; frequently stoop, bend, kneel, crouch, and reach; push, lift, and/or carry moderate to heavy amounts of weights; operate assigned equipment and vehicles; climbing and working in elevated outdoor locations, with the ability to operate and work an aerial man-lift (bucket/boom truck).

### **Vision:**

See in the normal visual range with or without correction; vision sufficient to read printed documents and computer screens; and to operate assigned equipment.

### **Hearing:**

Hear in the normal audio range with our without correction.

JOB STATUS: Non-Exempt  
DATE ADOPTED: October 2001  
DATE MODIFIED: October 2020

Safety Sensitive Position