



FIELD SERVICE TECHNICIAN I/II

Job Status: Non-Exempt
Date Adopted: 01-2015
Date Modified: 03-16-2023

Safety Sensitive Position

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 supervision, installs, maintains, and reads water meters in an assigned area; turns water service on and off; analyzes and interprets data; communicates directly with customers; and performs various other field tasks associated with customer service and relative to the assigned area of responsibility.

DISTINGUISHING CHARACTERISTICS

This series class specification defines and describes the nature and levels of work performed in the Field Service Technician job series.

Field Service Technician I is the entry-level in the Field Service Technician series. At this level, incumbents learn and perform a limited range of the less complex or specialized work tasks, under closer supervision, with less latitude for independent action.

Field Service Technician II is the experienced, journey-level in the Field Service Technician series. At this level, incumbents perform the full range of tasks common to the classification series under less supervision while exercising 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 by the Lead Field Service Technician.

ESSENTIAL AND MARGINAL FUNCTION STATEMENTS

Essential and other important responsibilities and duties may include, but are not limited to, the following:

Essential Functions:

1. Reads water meters in an assigned area using an Automated Meter Infrastructure (AMI) and handheld reading device; uploads and downloads readings to and from computerized customer service database and makes necessary calculations for service start-up and/or accountability; responds to requests for exception re-reads.
2. Installs, tests, and calibrates new or replacement water meters and ensures they are registering properly; assigns sequencing number for new installations to place in the correct order on meter reading route; operates meter data management (MDM) system.

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Essential Functions (continued):

3. Retrofits and/or replaces meters as part of the 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. Turns water service on and off for customers during business and after hours; explains District policy relative to the field. Collects in-field payments with mobile card reader devices, as assigned.
5. Responds to customer inquiries at their home or business, including answering questions regarding meter leaks, water pressure, water quality, or high consumption readings; analyze and interpret consumption data; perform water audits to assess water utilization patterns of customers.
6. Interprets and communicates water flow data (AMI reports).
7. Performs commercial, industrial, and residential landscape surveys/audits and identifies water conservation efforts.
8. Identifies and communicates leaks and high-use flow to customers, reports water savings and identifies water conservation opportunities thru the District's Water Watch Program using MDM systems.
9. Identifies and assists in locating and isolating residential leaks using leak detection devices.
10. Collaborate with engineering staff to assist in infrastructure improvements with the ability to read and interpret standard drawings and maps.
11. Coordinates and inspects the proper installation of meters and boxes with developers for new meter services.
12. Inspects the installation and operation of water meters at construction sites in the absence of a Construction Inspector.
13. 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 backup procedures, and updating documentation.
14. Operates a District vehicle daily safely and effectively.
15. District employees are expected to work overtime, weekends, evenings, and holidays as required to accommodate the District's needs, in addition to responding as a Disaster Emergency Service Worker.
16. Regular attendance at the work site.

Marginal Functions:

1. Able to install and repair using an aerial man-life (bucket/boom truck).

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Marginal Functions (continued):

2. 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.

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 tactfully and courteously.
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).
Learn and perform concrete demolition, finishing, and repair.

REQUIRED QUALIFICATIONS

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

Job Title	Field Service Technician I	Field Service Technician II
Experience	<ul style="list-style-type: none">• One (1) year of experience reading and maintaining water meters, supplemented by specialized training in water meter operations and maintenance or water technology, is desirable.	<ul style="list-style-type: none">• Two (2) years of experience reading and maintaining water meters, supplemented by specialized training in water meter operations and maintenance, irrigation systems, or water technology.
Education/Training	<ul style="list-style-type: none">• Equivalent to a High School Diploma.	

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Required Qualifications (continued):

Job Title	Field Service Technician I	Field Service Technician II
Required License/Certification	<ul style="list-style-type: none"> • Possession of a valid D1. 	<ul style="list-style-type: none"> • Possession of a valid D2. • Possession of, or ability to obtain within one (1) year of appointment, a certificate of completion for Aerial Man-Lift (bucket/boom truck) Operator and Safety Course. • Possession of, or ability to obtain within one (1) year of appointment, the AWWA Water Use Efficiency Practitioner Certification, Grade I.
Desirable Degree/License/Certification	<ul style="list-style-type: none"> • Valid D2. • Valid T1. • AWWA, Water Use Efficiency Practitioner Certification, Grade I. 	<ul style="list-style-type: none"> • Valid D3. • Valid T1. • Certified Landscape Irrigation Auditor (CLIA) • CLCA, Certified Water Manager (CWM) Certification • Qualified Water Efficient Landscaper (QWEL) Certification
DMV Class	<ul style="list-style-type: none"> • Possession of a valid California Class C driver's license and a satisfactory driving record. 	

PHYSICAL DEMANDS AND WORKING ENVIRONMENT

The physical demands and working environment demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this class. 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 for prolonged periods; 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).

Mental:

While performing the duties of this class, the employee is regularly required to use oral and written communications skills; read documents or instructions; analyze and solve problems; observe and interpret data or information; use math and mathematical reasoning; learn and apply new information or skills; interact with District staff, other organizations, and customers who may be upset or dissatisfied.

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 or without correction.