

FIELD SERVICE TECHNICIAN I/II

*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 a variety of 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 data base 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 right order on meter reading route; operate 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.

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Essential Functions (continued):

4. 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.
5. Responds to customer inquiries at their home or business, including answering questions regarding meter leaks, water pressure, water quality, or high consumption readings; analyzes and interprets consumption data; performs water audits to assess water utilization patterns of customers.
6. Interprets and communicate 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, report water savings and identify water conservation opportunities thru the District's Water Watch Program using MDM systems.
9. Identifies and assists in the location and isolation of residential leaks with the use of 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 installation and operation of water meters at construction sites in 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 back-up procedures; updating documentation.
14. Operates a District vehicle on a daily basis in a safe and effective manner.
15. Regular attendance at the work site.

Marginal Functions:

1. Able to perform installation and repairs using an aerial man-life (bucket/boom truck).
2. Performs related duties and responsibilities as required.

KNOWLEDGE, SKILLS AND ABILITIES

Knowledge of:

Operational characteristics of water meters and meter reading equipment.

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Knowledge of (continued):

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

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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:

One (1) year of experience reading and maintaining water meters, supplemented by specialized training in water meter operation and maintenance or water technology is desirable.

Education/Training: Equivalent to the completion of the twelfth grade.

Certificate:

Possession of, or ability to obtain within one (1) year of appointment, a valid DI Distribution System Operator Certificate issued by the State Water Resources Control Board.

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

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Required Qualifications (continued):

Possession of a valid T1 Water Treatment Operator Certificate issued by the State Water Resources Control Board and/or possession of a valid certificate as a Certified Backflow Prevention Device Tester issued by the San Bernardino County Department of Environmental Services is desirable.

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

License:

Possession of a valid Class C California driver's license and a satisfactory driving record.

Field Service Technician II

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:

Two (2) years of experience reading and maintaining water meters, supplemented by specialized training in water meter operation and maintenance, irrigation systems, or water technology.

Education/Training: Equivalent to the completion of the twelfth grade.

Certificate:

Possession of a valid D2 Distribution System Operator Certificate issued by the State Water Resources Control Board.

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 in-house Landscape Irrigation Audit certification.

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 T2 Water Treatment Operator Certificate issued by the State Water Resources Control Board and/or 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 and a satisfactory driving record.

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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 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).

Mental Demands:

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 our without correction.

JOB STATUS:	Non-Exempt
DATE ADOPTED:	January 2015
DATE AMENDED:	November 2021

Safety Sensitive Position