

FIELD SERVICE SUPERVISOR

*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 direction supervises, assigns, reviews, and participates in the work of staff responsible for the reading, installation, maintaining, replacing, and servicing residential, commercial and industrial water meters and performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS

This is the first-line supervisor level classification in the Customer Service/Field Services Division for the Financial and Administrative Department. Positions assigned to this level provide supervision to journey level staff and may independently perform high technical and specialized duties at a level beyond that found at a journey level. Supervisory duties include assigning specific duties, ensuring completion and compliance with applicable standards, policies and procedures, as well as providing technical assistance, field training, writing, conducting performance appraisals, and assisting in department budget preparation.

SUPERVISION RECEIVED AND EXERCISED

Receives direction from the Customer Service Manager and/or Director of Finance and Technology Services.

Direct supervision is provided to Field Service Division.

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

Essential Functions:

1. Assign, evaluate and supervise the work of a crew of field service representatives performing meter related duties; ensure completion of assigned duties for appropriate quality and timeliness.
2. Write and conduct formal performance appraisals; participate in a variety of personnel actions including hiring, counseling, training, promotion, discipline, and termination.
3. Interrelates effectively and diplomatically in all areas of employee relations, always projecting a professional image in keeping with the District's goals and objectives while exercising the highest degree of confidentiality.
4. Attends and participates in professional group meetings; stays abreast of new trends and innovations in the water utility-related meter duties; directs the incorporation of new developments into program areas, as appropriate.
5. Responds to and resolves difficult and sensitive citizen inquiries and complaints.

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6. Assists and participates in the development and administration of the Customer Service/Field Service annual budget.
7. Reads, understands, and ensures compliance with the CVWD Safety Manual; attends safety meetings, as required; reports all accidents, violations, or infractions to supervisor.
8. Assists in the administration of reactive and preventative maintenance activities for the water utility-related meter duties and water distribution system.
9. Oversees the installations, testing, and calibration of new or replacement water meters, ensuring proper registering; assigns sequencing for new installations.
10. Oversees the retrofits and replacements of meters as part of the meter replacements program, routine maintenance and repairs of meter leaks.
11. Evaluate job sites and determine personnel, equipment and material needs; requisitions needed materials and supplies; communicates with appropriate personnel regarding field conditions while work is in progress.
12. Plans network installations by studying orders, plans, reports, and technical specifications; gathering equipment, supplies, materials, and tools, assessing installation site.
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. Regular attendance at work site.

Marginal Functions:

1. Opens, closes, and locks District Administration building, sets, inactivates building alarm, and performs building security functions.
2. Able to perform installation and repairs using an aerial man-life (bucket/boom truck).
3. Performs related duties and responsibilities as required.

KNOWLEDGE, SKILLS AND ABILITIES

Knowledge of:

Practices and procedures related to the installation and repair of water meters, and meter reading equipment, including traffic control.

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

Operational characteristics of computer software programs, computer equipment, mechanical equipment and tools used in the area of work assigned.

District service area and locations of water facilities.

Relevant local, state and federal laws, regulations and guidelines.

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Principles and practices of effective leadership and employee supervision, including training and performance evaluation.

Safety methods and regulations pertaining to all facets of utility work.

Ability to:

Supervise, assign, inspect and evaluate the work of others.

Communicate effectively, both verbally and in written formats.

Interpret and explain District policies to customers, and deal with them in a tactful and courteous manner.

Motivate and evaluate staff and provide for their training and development.

Analyze complex water distribution system-related meter maintenance problems, evaluate alternatives, recommend the most effective course of action and implement that action.

Develop and implement work standards.

Prepares concise records, reports and other written materials.

Exercise independent judgment and initiative within established guidelines.

Positively and constructively interact with crew members and others encountered in the course of the work.

Establish and prioritize action items and multitask effectively.

Use creative thought to problem solve including the use of new and innovative technologies and techniques.

Participate in groups and committees that affect District operations, policies and procedures.

Use Microsoft Outlook including accessing forms within public folders, send and receive email and use the calendar and scheduling functions effectively.

Properly and safely operate a variety of light-, medium- and heavy-duty construction equipment.

Perform all related tasks with advanced journey-level skill.

Operate and work from an aerial lift (bucket/boom truck).

Ability to learn & perform concrete demolition, finishing, and repair.

EDUCATION AND EXPERIENCE 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:*

Education/Training:

Equivalent to graduation from the twelfth grade; supplemented by training in water operations, meter reading or related field.

Experience:

Five (5) years of experience performing the water utilities-related meter duties in a governmental agency or utility, including two (2) years of lead and supervisory responsibility.

Certificate:

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

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Possession of a 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 a valid Grade I Collection System Operator Certificate issued by the California Water Environmental Association is desirable.

License:

Possession of a valid State of California Class C driver's license and 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.*

Physical Demands:

Incumbents require sufficient mobility to work in an office setting and field environment; walk, stand, and sit for prolonged periods of time; frequently stoop, bend, kneel, crouch, crawl, climb, reach, and twist; push, pull, lift, and/or carry light to moderate amounts of weights; operate office equipment including use of a computer keyboard; 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).

Environment:

Standard office setting and outdoor field environment; travel from site to site; exposure to noise, dust, grease, smoke, fumes, noxious odors, gases, vibrations, 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.

Vision:

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

Hearing:

Hear in the normal audio range with or without correction.

JOB STATUS: Exempt

DATE ADOPTED: November, 2012

DATE MODIFIED: October, 2020