



*Service Beyond Expectation*

## FIELD SERVICE SUPERVISOR

Job Status: Exempt  
Date Adopted: 11-2021  
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.*

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### **DEFINITION**

Under general direction, supervises, assigns, reviews, and participates in the work of staff responsible for the reading, installation, maintaining, replacing, and servicing of 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 highly 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 Technical Services.

Direct supervision is provided to the 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 various 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 resolve complex and sensitive citizen inquiries and complaints.

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### ***Essential Functions (continued):***

6. Assists and participates in developing and administrating 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 administering 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; communicate 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 backup procedures, and updating documentation.
14. 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.
15. Regular attendance at the work site.

### **Marginal Functions:**

16. Open, close, and lock the District Administration building, set, inactivate building alarms, and perform building security functions.
17. Able to install and repair using an aerial man-life (bucket/boom truck).
18. Performs related duties and responsibilities as required.

## **KNOWLEDGE, SKILLS, AND ABILITIES**

### ***Knowledge of:***

Practices and procedures related to installing and repairing water meters and meter reading equipment, including traffic control.

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### **Knowledge of (continued):**

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.

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 tactfully and courteously.

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 solve problems, including 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, sending and receiving emails, and using the calendar and scheduling functions effectively.

Properly and safely operate various light-, medium- and heavy-duty construction equipment.

Perform all related tasks with advanced journey-level skills.

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

Ability to learn & 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:*

<b>Job Title</b>	<b>Field Service Supervisor</b>
<b>Experience</b>	<ul style="list-style-type: none"><li>• Five (5) years of experience performing water utilities-related meter duties in a governmental agency or utility, including two (2) years of lead and supervisory responsibility.</li></ul>
<b>Education/Training</b>	<ul style="list-style-type: none"><li>• Equivalent to an Associate degree in Business Administration, Public Administration, or a related field.</li></ul>
<b>Required License/Certification</b>	<ul style="list-style-type: none"><li>• Possession of a valid D3.</li><li>• Possession of a valid T2.</li><li>• Possession of a certificate of completion for Aerial Man-Lift (bucket/boom truck) Operator and Safety Course.</li></ul>

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### Required Qualifications (continued):

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<b>Required License/Certification</b>	<ul style="list-style-type: none"><li>• Possession of the AWWA, Water Use Efficiency Practitioner Certificate, Grade I.</li></ul>
<b>Desirable Degree/License/Certification</b>	<ul style="list-style-type: none"><li>• Bachelor's degree in Business Administration, Public Administration, or a related field.</li><li>• Valid D4.</li><li>• Valid T3.</li><li>• Certified Landscape Irrigation Auditor (CLIA)</li><li>• CLCA, Certified Water Manager (CWM) Certification</li><li>• Qualified Water Efficient Landscaper (QWEL) Certification.</li></ul>
<b>DMV Class</b>	<ul style="list-style-type: none"><li>• Possession of a valid California Class C driver's license and a satisfactory driving record.</li></ul>

### 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:**

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.

#### **Physical:**

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 the 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).

#### **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 computer screens and printed documents; and to operate assigned equipment.

#### **Hearing:**

Hear in the normal audio range with or without correction.