

# PADRE DAM MUNICIPAL WATER DISTRICT CLASS SPECIFICATION

## CLASS TITLE: Field Service Technician

<b>DEPARTMENT:</b> Field Services	<b>ACCOUNTABLE TO:</b> Customer Service Manager	<b>FLSA STATUS:</b> Non-Exempt
<b>SALARY RANGE:</b>	<b>14, 16, 18</b>	

**CLASS SUMMARY:** Field Service Technicians are responsible for obtaining meter readings for billing purposes and for installing, upgrading, testing and maintaining existing meters of various types (positive displacement, turbo, propeller) and sizes (5/8" x 3/4" up to and including 8") of meters. In addition, the Field Service Technicians are responsible for the monitoring, troubleshooting, and repairing the District AMI system. Duties may include: reading and recording water meter indications by using handheld computers; downloading and uploading information to and from mobile devices, Meter Data Management System (MDMS); Monitoring gateway and repeater activity, coordinating with AMI vendor for equipment replacements and upgrades; rebuilding, testing and replacing Meter Interface Units (MIU's); notifying and shutting off customers for non-payment of bills; meter maintenance adjusting or replacing meter boxes and lids for safety purposes; performing turn-ons and shut-offs; checking for leaks and dead meters; meeting with customers to troubleshoot and resolve low/high water pressure problems and high water bill complaints; answering customer questions; assisting customers with water and sewer audits; auditing accounts for RTS (Return to Sewer) for customer service; including construction meters; scheduling meter replacements and meter maintenance activities; the sequencing and data processing of new meter sets; use of ARC mapping, GPS/GIS, Google Maps, vendor software, AMI software; and preparing documentation for all work performed and data processing of work performed.

**DISTINGUISHING CHARACTERISTICS:** The Field Services Technician is the first level of a three level meter series. The higher range for the Field Services Technician is reserved for those technicians who receive additional certification as described in the "Licensing Requirements." The Lead Meter Technician is identified as having mastered all aspects of the Field Services Technician position in addition to the responsibilities of the meter shop, large meter rebuilds and installations, inventory, and troubleshooting, in addition to database input of service orders and the creating of requisitions for purchase orders.

Grade 14	Grade 16	Grade 18	DUTY NO.	ESSENTIAL DUTIES: (These duties are a representative sample; position assignments may vary.)
C	P	L	1.	Performs customer service duties by notifying and performing courtesy turn-ons and shut-offs, checking for leaks or dead meters, meeting with customers to troubleshoot low/high pressure problems, high bills and answer questions, assist customers with water and sewer service audits, records service information in CIS through mobile device, reports water use violations and assists other departments.
	C	P	2.	Maintains meter and register inventory levels and place orders and Return Material Authorizations' (RMA's) with vendors. Schedules meter change outs with customers and completes within an established schedule.
C	P	L	3.	Maintains meters, boxes, lids and landscape around meter boxes.
C	P	L	4.	Installs or replaces water meters, MIU's, customer valves and construction meters by following record drawings, GPS and installation procedures.
C	P	L	5.	Reads water meters and prepares reports for billing purposes and inputs information into mobile applications

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Grade 14	Grade 16	Grade 18	DUTY NO.	ESSENTIAL DUTIES: (These duties are a representative sample; position assignments may vary.)
	C	P	6.	Tracks gateway and repeater performance, troubleshoots and make changes and repairs as necessary.
	C	P	7.	Rebuilds, maintains, tests and repairs meters, construction meters and attached backflow assembly. Includes confined space and fall protection training.
C	P	L	8.	Troubleshoots repairs and replaces MIU's using a mobile device and electronic testing equipment.
			9.	Performs other duties of a similar nature or level.

Competent - Having requisite or adequate ability or qualities.

Proficient - A thorough competence derived from training and practice.

Leader - Is proficient and can train and mentor others in this area.

<p><b>Knowledge</b> (position requirements at entry):</p> <ul style="list-style-type: none"> <li>• Basic mathematics;</li> <li>• Record drawing and map reading;</li> <li>• Water distribution system basics;</li> <li>• Basic Windows Office software.</li> <li>• Understanding GPS concepts and application</li> </ul>
<p><b>Skills</b> (position requirements at entry):</p> <ul style="list-style-type: none"> <li>• Prioritizing work;</li> <li>• Operating power and hand tools;</li> <li>• Using computers;</li> <li>• Communication, interpersonal skills as applied to interaction with coworkers, supervisor, the public, etc. sufficient to exchange or convey information and to receive work direction.</li> </ul>
<p><b>Training and Experience</b> (position requirements at entry):</p> <p>High School diploma or General Equivalency Diploma (G.E.D.); or, an equivalent combination of education and experience sufficient to successfully perform the essential duties of the job such as those listed above.</p>
<p><b>Licensing Requirements</b> (position requirements at entry):</p> <ul style="list-style-type: none"> <li>• Valid California Driver's License.</li> </ul> <p>In order to obtain the higher level of pay, a Technician must be "Competent" as outlined in the job specification and must have two or more of the following certifications listed below. For Technicians wanting to achieve Grade 18, two (2) of the following credentials are required in addition to being "Proficient" in all job duties as described in the job specification and have the ability to train another employee in any job duty.</p> <ul style="list-style-type: none"> <li>• Water Distribution Operator Grade D-2 certificate from the State Water Resources Control Board</li> <li>• Zenner USA AMI Certification</li> <li>• Backflow Prevention Assembly Tester from AWWA</li> <li>• Cross-Connection Specialist from AWWA</li> </ul>

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**Safety Priorities:** Knowledge of General office and field safety, safety when working around traffic in the public right of way, use and care of Personal Protective Equipment, defensive driving techniques and proper body mechanics when moving materials. Understanding of: Padre Dam's Safety Rules and Regulations, and accident and injury reporting policies. Ability to: complete safety training and work in a safe and efficient manner.

**Physical Requirements:**

Positions in this class typically require: climbing tall structures, confined space, balancing, stooping, kneeling, crouching, reaching, walking, lifting, fingering, grasping, talking, hearing, seeing and repetitive motions.

Incumbents may be subjected to moving mechanical parts, heavy machinery, driving in traffic, electrical currents, odors, dusts, travel, fumes poor ventilation, chemicals, infectious substances, inadequate lighting, lithium batteries, work space restrictions, extreme weather conditions, harmful insects, reptiles and animals.

Medium Work: Exerting up to 50 pounds of force occasionally, and/or up to 20 pounds of force frequently, and/or up to 10 pounds of force constantly to move objects.

**Classification History:**

Date: 4/98; 1/02; 1/05; 12/14, 04/15, 01/17, 04/19