

FIELD SERVICE TECHNICIAN

*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.*

SUMMARY DESCRIPTION

Perform a range of field duties and assignments for Water services under the general supervision of the Public Works Department Water Division, including driving a City vehicle and performing water meter turn-ons and shut-offs on a daily basis. Employees at this level represent the Ceres Water Conservation Program and perform daily work in the field, provide customer service to individual residents, receive only occasional instruction or assistance as new, unusual or unique situations arise, and are fully aware of the operating procedures and policies within the work unit. Promote the efficient use of the City's water supply by residential, irrigation, industrial, commercial public agencies and other customers to ensure sufficient pressure throughout the system for fire protection and other essential City services; investigate and identify compliance issues; and communicate with regulatory agencies as required.

REPRESENTATIVE DUTIES

The following duties are typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.

1. Coordinate with City Finance-Utilities staff on delinquent accounts; water meter turn-ons and shut-offs, non-reads and improper billings.
2. Input data into computer records and generate various reports.
3. Assist customers, departments, and employees by providing information, explaining procedures, and answering questions over the telephone and in person.
4. Handle a variety of assignments related to high utility consumption and leak notification.
5. Participate in the enforcement of the State requirements pertaining to water conservation within the City of Ceres' water distribution system.
6. Oversee the City's water conservation program with an emphasis on public education and outreach activities.
7. Meet with and educate City of Ceres customers on water efficiency use, discuss and resolve problems and concerns.
8. Respond to public inquiries and complaints regarding water use.
9. Respond to customer requests for setting automatic sprinkler timers.
10. Perform other duties as assigned.

QUALIFICATIONS

The following generally describes the knowledge and ability required to enter the job and/or be learned within a short period of time in order to successfully perform the assigned duties.

Knowledge of:

A variety of personal computer applications including standard word processing, spreadsheet and database software.

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Basic principles and practices of customer service.
Methods and procedures used in monitoring water systems.
City services such as watering schedules, procedures, and processes.
Safety management practices and policies.

Ability to:

Provide field support to the City's Finance-Utilities division.
Identify and resolve inconsistencies in financial records.
Perform a wide variety of sensitive and difficult customer service activities, including complaint resolution.
Program automatic sprinkler timers.
Utilize water system related tools including shovels, wrenches and other equipment
Administer city services such as watering schedules, procedures, and processes.
Employ proper English usage, spelling, grammar, and punctuation.
Use personal computers and software applications.
Use safe work practices during the course of work.
Read, understand, apply and communicate complex materials.

Education and Experience Guidelines - *Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:*

Education/Training:

Possession of a high school diploma or GED certificate.

Experience:

One year of increasing responsible experience in the area of customer service and/ or water conservation.

License or Certificate:

Possession of an appropriate, valid California driver's license.
Possession of a Water Conservation Practitioner I certification within one (1) year of employment.
Possession of a Water Distribution I Certification within one (1) year of employment.

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.

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Environment: Work is performed primarily in the field with extensive public contact and frequent changes in day to day activities.

Physical: Primary functions require sufficient physical ability and mobility to work in a field environment; see well enough to read, write and make observations; hear well enough to converse in person; be able to speak clearly; body mobility to walk, bend, stand, crouch, reach, twist, grasp, and make repetitive hand movement in the performance of daily duties; normal manual dexterity and eye-hand coordination; ability to lift and move objects weighing up to 50 pounds; operate a vehicle making frequent stops getting in and out of vehicles; use of office equipment including computer, telephone, copier, calculator, fax; and tolerate extreme fluctuations in temperature while performing essential functions of the job.

Vision: See in the normal visual range with or without correction.

Hearing: Hear in the normal audio range with or without correction.

Bargaining Group: Miscellaneous
FLSA Status: Non-Exempt
August, 2018

ACKNOWLEDGMENT

I acknowledge that I have read the job description and requirements for the Field Service Technician position and I certify that I can perform these functions.

Applicant Signature

Date

Witness

*Management has the right to add or change these duties of the position at any time.