



LEAD FIELD OPERATIONS TECHNICIAN

DEFINITION

Under direction, leads crews and performs skilled work in the activities of the Field Operations Department including construction, maintenance, customer service, fleet and building maintenance, and meters; performs work on water production, distribution, and storage facilities; assists in training assigned staff; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives direction from assigned supervisory or management personnel. Exercises technical and functional direction over and provides training to less experienced staff.

CLASS CHARACTERISTICS

This is the advanced journey level classification in the Field Operations Technician series responsible for performing the most complex work assigned to the series. Incumbents regularly work on tasks which are varied and complex, requiring considerable discretion and independent judgment. Positions in the classification rely on experience and judgment to perform assigned duties. Assignments are given with general guidelines and incumbents are responsible for establishing objectives, timelines, and methods to complete assignments. Work is typically reviewed upon completion for soundness, appropriateness, and conformity to policy and requirements.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations where appropriate so qualified employees can perform the essential functions of the job.

- Provides technical and functional supervision to assigned field operations staff; reviews and controls quality of work; trains employees in work methods, use of and operation of equipment, and relevant safety precautions.
- Performs advanced level construction and maintenance projects relative to the installation, maintenance, and repair of water facilities and equipment.
- Performs the most complex customer service work relative to reconnects and disconnects from water service, reading and re-reading of water meters, replacement of meters, billing complaints, and water pressure and water quality complaints.
- Performs carpentry, pipefitting, valve repair, and cement work; operates power-driven equipment and uses a variety of hand tools.
- Excavates and backfills trenches; cuts and replaces concrete and asphalt; installs sprinkler systems; repairs and adjusts pressure regulators.
- Cleans mains and flushes water system and hydrants; locates, taps, and installs new customer services; locates and repairs leaks and breaks; notifies customers of interruption of services.
- Locates and marks water lines for contractors and District crews; reads and interprets drawings, diagrams, and blueprints; updates district maps.

- Leads and participates in responding to emergency calls from the public and other agencies, taking appropriate actions such as barricade placement, main line shutoff, and leak repair.
- Performs light maintenance work on District facilities, District vehicles, and landscaping or weed abatement.
- Assists in the inspection and review of work performed by field crews.
- Works with contractors regarding work to be performed; assists with the location of District service lines.
- Assists in the installation, maintenance, testing, and rebuilding of meters.
- Reads meters manually or using radio technology; contacts customers regarding high bills; distributes customer billing notices; shuts services off, seals services, and/or removes meters as directed; assists with emergency water main shut down.
- Completes necessary forms and reports and performs computer data entry.
- Maintains necessary supplies, tools, and equipment in District vehicle.
- Ensures staff observe and comply with all District and mandated safety rules, regulations, and protocols.
- Performs other duties as assigned.

QUALIFICATIONS

Knowledge of:

- Principles of providing functional direction and training.
- Methods and techniques of construction maintenance in multiple trades areas including, but not limited to, pipefitting, trenching, shoring, concrete finishing, asphalt repair, and welding and fabrication.
- Methods and techniques of locating lines and valves.
- Operational characteristics of a diverse range of construction equipment and hand and power tools.
- Principles and practices of preventive maintenance.
- Shop mathematics.
- Traffic safety methods, practices, and regulations.
- Applicable federal, state, and local laws, regulatory codes, ordinances, and procedures relevant to assigned area of responsibility.
- Principles and procedures of record-keeping and reporting.
- District and mandated safety rules, regulations, and protocols.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and District staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

Ability to:

- Plan, organize, and coordinate the work of assigned staff.
- Effectively provide staff leadership and work direction.
- Perform semi-skilled to skilled tasks in the maintenance and repair of water mains and lines.

- Troubleshoot a water distribution system to test, repair, and maintain components and valves within the system.
- Conduct preventive maintenance inspections.
- Operate the tools and equipment common to public utility construction and maintenance.
- Estimate necessary materials and equipment to complete assignments.
- Properly and safely operate light-, medium-, and heavy-duty construction equipment.
- Read and interpret maps, blueprints, and specifications.
- Perform traffic control functions.
- Perform heavy manual labor.
- Maintain accurate logs, records, and basic written records of work performed.
- Understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.
- Use tact, initiative, prudence, and independent judgment within general policy and procedural guidelines.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Education:

- Possession of a high school diploma or G.E.D. required, supplemented by specialized training in water construction and maintenance or water technology.

Experience:

- Four (4) years of increasingly responsible experience in water production and/or distribution, water facility maintenance, construction, water service, or water meter installation.

Licenses and Certifications:

- Possession of a valid California Class “A” Driver’s License, to be maintained throughout employment.
- Possession of a valid Grade I (T-1) Water Treatment certificate issued by the California State Water Resources Control Board upon appointment, to be maintained throughout employment.
- Possession of a valid Grade III (D-3) Water Distribution certificate issued by the California State Water Resources Control Board upon appointment, to be maintained throughout employment.

PHYSICAL DEMANDS

Must possess mobility to work in the field; strength, stamina, and mobility to perform medium to heavy physical work; to sit, stand, and walk on level, uneven, or slippery surfaces; frequently reach, twist, turn, kneel, bend, stoop, squat, crouch, grasp, and make repetitive hand movement in the performance of daily duties; possible entry into confined spaces and the use of confined entry equipment, to climb and descend ladders, to operate varied hand and power tools and construction equipment, and to operate a motor vehicle and visit various District sites; and vision to inspect and operate equipment. The job involves fieldwork requiring frequent walking in operational areas to identify problems or hazards. Finger dexterity is needed

to operate and repair tools and equipment. Employees must possess the ability to lift, carry, push, and pull materials and objects averaging a weight of 50 pounds or heavier weights, in all cases with the use of proper equipment and/or assistance from other staff.

ENVIRONMENTAL CONDITIONS

Employees work in the field and are exposed to loud noise levels, cold and hot temperatures, inclement weather conditions, road hazards, vibration, confining workspace, chemicals, mechanical and/or electrical hazards, hazardous physical substances and fumes, dust and air contaminants. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

OTHER REQUIREMENTS:

This is a safety sensitive position subject to drug testing, including random drug testing, pursuant to the District's Employee Drug and Alcohol policy and guidelines established by the U.S. Department of Transportation ("DOT") in accordance with Title 49 CFR Part 40.