



CLASSIFICATION SPECIFICATION

FIELD SERVICES SUPERVISOR

DEFINITION:

Under general direction, supervises and directs the work of the field service crew engaged in the activities of the Field Customer Service Department including reading meters; maintaining of meter boxes, meter equipment, meter read equipment, utility easement area around the meter box, customer service, and meters. Prioritizes and schedules work, trains and evaluates staff, provides team development feedback and opportunities, assists with budget preparation; performs other duties as assigned.

SUPERVISION RECEIVED/EXERCISED:

Receives general direction from the Customer Service Manager. Exercises close to general supervision over the field customer service staff.

ESSENTIAL FUNCTIONS: *(include but are not limited to the following)*

*Class specifications are only intended to present a description summary of the range of duties and responsibilities associated with specified positions. Therefore, specifications **may not** include all duties performed by individuals within a classification. In addition, specifications are intended to outline the minimum qualifications necessary for entry into the class and do not necessarily convey the qualifications of the incumbents within the class.*

- Supervises and coordinates the work of field service staff relative to the installation, maintenance, and repair of water meters, meter locations, and meter shop.
- Supervises and coordinates the work of field service staff in performing customer service relative to service orders including: reconnects and disconnects from water service, reading and re-reading of water meters, responding to customer concerns through telephone, email, and/or site visit, and replacement of meters and related activities.
- Assigns personnel to perform maintenance work in utility easements, meter boxes, and weed abatement. Partners with the City to report easement necessary maintenance and trash removal.
- Ensures field customer service staff maintains clean vehicles and that vehicle maintenance schedules are followed.
- Inspects and reviews work performed by field service crew; assigns personnel to respond to emergency situations.
- Maintains and updates records of field service work performed by field service staff; reviews a variety of reports relative to billing and work orders; resolves the more difficult customer complaints.
- Consults with contractors regarding work to be performed.

- Directs service staff performing emergency repair work; coordinates work with outside meter repair services; coordinates meter readings and re-reads to coincide with billing schedules.
- Directs the installation, maintenance, testing, and rebuilding of domestic and commercial meters.
- Assures adequate inventory of parts and supplies; communicates needs with the purchasing department
- Consults with departmental management and other officials as needed to review department activities, provides recommendations, resolves problems, and receives advice/direction.
- Works with staff to identify errors and reading times of rereads reports, high/low consumption reports, and zero consumption reports. Directs plans for resolution.
- Supervises and manages work order system and assists in performing meter reading activities; locates/reads water meters and construction meters; checks meters for accurate readings, proper operations, safety, or tampering; investigates water leaks; inspects meters and connections to identify location of leaks; and re-reads meters to correct erroneous bills.
- Maintains comprehensive, current knowledge of applicable laws/regulations; maintains an awareness of new procedures, trends and advances in the profession; reads professional literature; maintains professional affiliations; and attends workshops and training sessions as appropriate.
- Holds periodic staff meetings; provides training and conducts work evaluations; acts as a co-safety officer for the District.
- Assists in developing short-term and long-range district maintenance, meter change-out program, and customer service goals and objectives.
- Prepares departmental budget along with the Customer Service Manager.
- Provides supervision, training, and work evaluation for staff; schedules vacations; inspects timecards for proper allocation of time and approves them.
- Gathers information and prepares a variety of reports for field service related to maintenance and customer service activities.
- Establishes positive working relationships with representatives of community organizations, state/ local agencies, District staff and Board, and the general public.
- Assumes responsibility for ensuring the duties of the position are performed in a safe, efficient manner.
- Works weekends, evenings and holidays as required to accommodate the District's needs in addition to responding as a Disaster Emergency Service Worker.

- Performs other related duties as assigned.

PHYSICAL, MENTAL AND ENVIRONMENTAL WORKING CONDITIONS:

The essential functions of this position may require the employee to perform the following physical activities. Some of these requirements may be accommodated for otherwise qualified individuals requiring and requesting such accommodations.

- Combination of office and field environment.
- Must be able to carry, push, pull, reach, and lift equipment and parts weighing up to 50 pounds; stoop, kneel, crouch, crawl, and climb during plant maintenance and repair work.
- Work in an environment with exposure to dust, dirt, hazardous materials, and significant temperature changes between cold and heat; stand and walk for extended time periods.
- Stand, walk and sit for extended time periods; able to carry, push, pull, reach and lift objects of light to medium weight; hearing and vision within normal ranges.
- Communicate orally with District management, co-workers, and the public in face-to-face, one-to-one and group settings; regularly use a telephone, email, text, and two-way radio for communication.
- Read and interpret data, information and documents; analyze and solve complex problems; use math/mathematical reasoning; perform detailed work under changing, intensive deadlines, on multiple concurrent tasks; work with constant interruptions, and interact with all levels of District management, board members, employees, the public and others encountered in the course of work.
- Operate office equipment including use of computer and keyboard; work at a desk and computer for extended time periods; look at computer monitor for extended time periods.
- Travel by vehicle while conducting company business.

QUALIFICATIONS: *The following are minimal qualifications necessary for entry into the classification.)*

Education and/or Experience:

Any combination of education and/or experience which would likely provide the necessary knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be graduation from high school or equivalent and five (5) years of increasingly responsible experience in water production and distribution, water facility maintenance, construction and installation, water service and meter installation, including at least three (3) years of experience in a lead capacity.

License/Certificate:

Possession of a valid Class C California driver's license and satisfactory driving record.

Possession of a Grade II Water Treatment certificate issued by the California State Water Resources Control Board.

Possession of a Grade III Water Distribution certificate issued by the California State Water Resources Control Board.

Possession of a Cross-Connection Control Specialist certification from the American Water Works Association or ability to obtain within one (1) year of appointment date.

Possession of a CPR/First Aid Certification or ability to obtain within one (1) year of appointment date.

KNOWLEDGE/SKILLS/ABILITIES: *(The following are a representative sample of the KSA's necessary to perform essential duties of the position.)*

Knowledge of:

- Materials and equipment used in water system installation, maintenance, and construction and repair.
- Installation, maintenance, repair, and testing of water meters, valves, hydrants, services, mains and water distribution systems.
- Equipment inspection, maintenance and repair.
- Laws, regulations, and ordinances applicable to water distribution systems and safe work practices related to water system construction and maintenance work.
- District policies and procedures regarding customer service and relations.
- Mathematical principles related to water measurement and distribution systems.
- English usage, spelling, grammar, and punctuation.
- Principles of work safety, employee training and supervision.
- Principles of employee supervision including training, development and performance evaluation.
- Principles of budget administration.
- Methods of collecting and preserving domestic water samples.

Ability to:

- Direct and supervise the installation, maintenance, and repair of water service and distribution systems.
- Plan, assign, supervise, train, evaluate and direct the work of assigned employees.
- Implement and evaluate a full range of field service, maintenance and customer service functions.
- Evaluate operational and administrative situations and formulate effective strategies and solutions.
- Recognize priorities and organize work.
- Interpret and apply laws, codes, regulations, policies and procedures.
- Read and interpret engineering and public works plans, specifications, and drawings.
- Maintain accurate records.
- Prepare clear and concise oral and written reports.
- Understand and follow oral and written directions.
- Provide excellent customer service and resolve public concerns and complaints.

- Skillfully and safely operate a motor vehicle and heavy equipment when required while performing work duties.
- Exercise independent judgment and initiative within established guidelines.
- Establish and maintain excellent working relationships with community organizations, District staff and Board, and the general public.
- Operate a computer and related software at an intermediate level.

STATUS: Exempt

Revised: March 17, 2021