



CLASSIFICATION SPECIFICATION

LEAD FIELD OPERATIONS TECHNICIAN

DEFINITION:

Under general 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; performs other duties as assigned.

DISTINGUISHING CHARACTERISTICS:

This is an advanced, lead level class for the performance of water construction, maintenance, customer service, fleet and building maintenance, and meter work. Incumbents perform and lead others in the full range of duties with minimal supervision, and may also perform the most complex aspects of work. This class is further distinguished from Field Operations Technician class in that the Lead positions assist in training staff and determining work methods and procedures in the field. Incumbents may be assigned to assume the duties of the Field Operations Supervisor in his/her absence.

SUPERVISION RECEIVED/EXERCISED:

Receives general direction from the Field Operations Supervisor. Exercises close to general lead direction and training over Field Operations Technicians.

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.*

- Provides lead work direction and training for field crews, and fully participates in performing the most complex construction and maintenance projects relative to the installation, maintenance, and repair of water facilities and equipment.
- Provides lead work direction and training for field crews and fully participates in performing customer service activities relative to connects and disconnects from water service, reading and re-reading of water meters, replacement of meters, responding to the most complex and difficult customer concerns, and related activities.
- 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.
- Performs customer service work relative to billing complaints, disconnects, reconnects; water pressure and water quality.
- 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.
- Establishes positive working relationships with representatives of community organizations, state/ local agencies, District staff, 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; serve "on-call" or "stand-by" on a regular basis.
- May act as Field Operations Supervisor in his/her absence.
- 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.

- 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 and two-way radio for communication.
- Read and interpret data, information and documents; analyze and solve complex problems; use math/mathematical reasoning; perform work under changing deadlines, on multiple concurrent tasks; work with interruptions, and interact with all levels of District management, 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 limited time periods; look at computer monitor for limited 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 three (3) years of increasingly responsible experience in water production and distribution, water facility maintenance, construction and installation, water service and meter installation.

License/Certificate:

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

Possession of a Grade I 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 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.
- Pipe laying, pipe fitting, concrete and asphalt work.
- Tools and equipment used in the installation, maintenance, and repair of water mains, services, meters, hydrants, and valves.
- 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.
- Principles of work safety, employee training and lead supervision.

Ability to:

- Lead and train others in the installation, maintenance, and repair of water service and distribution systems.
- Lead and train others; participate in a full range of advanced, skilled field operations construction, maintenance, and customer service functions.
- Recognize priorities and coordinate work.
- Interpret and apply laws, codes, regulations, policies and procedures.
- Read and interpret engineering and public works plans, specifications, and drawings.
- Maintain accurate records.
- 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 in the course of performing work duties.
- Exercise independent judgment and initiative within established guidelines.
- Establish and maintain excellent working relationships with District staff and the general public.
- Operate a computer and related software at a basic level.

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.

STATUS: Non-Exempt

Revised: August 1, 2019