

**RANCHO CALIFORNIA WATER DISTRICT
POSITION DESCRIPTION**

DATE: July 31, 2012

POSITION TITLE: **FIELD SERVICES WORKER I/II/SENIOR – METER/ AMR**

GRADE LEVEL: S/ O /M

SUPERVISOR TITLE: Field Services Foreman/Field Services Manager – Facilities

FLSA STATUS: Exempt Non-Exempt

BARGAINING UNIT: RCWDEA RCWD MPCEA

DEFINITION

Under immediate progressing to general supervision to perform a variety of water meter-related duties including, meter installations, Automated Meter Reading (AMR) equipment installations and updates, meter drop-ins, Geographical Information Systems (GIS) data gathering and downloading, and repairs to meter related problems within the potable and recycled systems.

CLASS CHARACTERISTICS

Field Services Worker I

This is the entry-level position in the field services worker class series. Positions assigned to this level perform limited or routine meter related duties under close supervision. Because employees in classifications at this level may be in a training capacity, such position does not require significant previous work experience in the applicable field. This job classification is represented by the Rancho California Water District Employees Association (RCWDEA) bargaining unit.

















Field Services Worker II

This is the journey level position in the field services worker class series. Positions assigned to this level perform a full range of meter and construction duties under general supervision. Because employees at this level are expected to be fully trained and competent, such position typically requires significant previous work experience in the appropriate field. This job classification is represented by the Rancho California Water District Employees Association (RCWDEA) bargaining unit.

Field Services Worker Senior

This is the senior level position in the Field Services Worker class series. Positions assigned to this level perform a full range of meter duties under general supervision. Because employees in classifications at this level are expected to be fully trained and competent, such position typically requires significant previous work experience in the appropriate field. Additional duties include supervision and assignment of work tickets to journey level positions in the absence of the Field Services Foreman. This job classification is represented by the Rancho California Water District Employees Association (RCWDEA) bargaining unit.



EXAMPLE OF DUTIES (Duties may include, but are not limited to, the following):




-  Maintain, repair and/or rebuild meter services, for portable and recycle meters
-  Install AMR endpoints and program with correct meter information for either mobile or fixed network
-  Capture GIS coordinates on meter locations for existing meters, drop-ins, and new installations using laptop computer
-  Work around and in confined spaces and meter vaults
-  Input all required data for meter repair tickets, meter exchange forms, and customer service information
-  Repair landscape and pvc pipe
-  Perform advanced hot work and freeze kit jobs on copper service laterals, including training journey level staff on techniques and safe practices
-  Recommend appropriate repair methods and technical assistance
-  Conduct traffic control as needed
-  Maintain vehicles with proper fuels and oils and maintain all equipment, tools, pumps and lights
-  Repair and maintain meters, AMR endpoints, pressure regulators, and angle stops
-  Assist with maintenance of District offices
-  Inspect, test and repair District maintained service protection, pressure-regulating valves (3/4" to 4")
-  Diagnose/troubleshoot complex customer service complaints
-  Conduct meter bench tests to AWWA specifications, when requested, and to field test meter sizes 3/4" – 12"
-  Perform related duties as assigned

QUALIFICATIONS




Field Services Worker I

Knowledge of:

-  Standard utility construction techniques and principles
-  Basic mechanical principles

-  Proper work safety standards
-  Confined space
-  Lock Out/Tag Out procedures

Ability to:

-  Operate a variety of hand and power tools
-  Read, understand, and comply with District safety policies and procedures
-  Follow written and verbal instructions and work effectively with other crewmembers



SELECTION GUIDELINES

The appropriate knowledge, skills, and abilities can be achieved through a variety of combinations of experience and training. A typical example is:

Experience: One (1) to two (2) years of water maintenance experience preferably with a public utility.

Training: Any combination of formal or informal training and education that provides the ability to read or write at a level required to satisfactorily perform the assigned duties.











Licenses and Certificates:

-  Valid California driver's license, required
-  First Aid, Forklift, Confined Space, and Traffic Certificates, required or obtain within one (1) year

*In addition to the qualifications for **Field Services Worker I:***








Field Services Worker II

Knowledge of:

-  District sites and facilities
-  Water distribution systems and meter equipment and systems
-  Water Quality rules and regulations required for customer water services
-  Advanced meter repair techniques and principles
-  District pressure zones for accurate pressure problem diagnoses
-  District policies and procedures related to customer service and customer relations
-  Applicable laws and regulations pertaining to traffic control and confined space safety
-  Basic to advanced computer skills
-  Thermal Expansion
-  Confined space procedures and training

 Lock Out/Tag Out procedures and training

Ability to:

-  Diagnose meter related problems and provide effective solutions
-  Diagnose customer service issues and explain District policy
-  Operate a variety of hand and power tools
-  Perform hot work and soldering
-  Repair Flow Meters
-  Ability to operate the Meter Test Bench and portable testing equipment
-  Coordinate assigned activities with the activities of other departments


SELECTION GUIDELINES

The appropriate knowledge, skills, and abilities can be achieved through a variety of combinations of experience and training. A typical example is:

Experience: One (1) to two (2) years of increasingly responsible water utility experience, or two years of experience as a Field Services Worker I.

Training: Any combination of formal or informal training and education that provides the ability to read or write at a level required by the assigned duties.






Licenses and Certificates:







-  Valid California driver's license, required
-  Grade D1 Water Distribution Certificate – CDPH, required
-  Grade T1 Water Treatment Certificate - CDPH, required
-  Forklift Operator Certificate, required
-  Traffic Control Certificate, required
-  Confined Space Certificate, required
-  First Aid Certificate, required

*In addition to the qualifications for **Field Services Worker II:***








Field Services Worker Senior

Knowledge of:

-  District sites and facilities
-  Advanced water distribution systems and meter equipment and systems
-  District policies and procedures related to customer service and customer relations
-  Water Quality rules and regulations required for customer water services
-  Highly complex and advanced techniques and practices required in Meter Services

- for repairs and troubleshooting customer side issues
-  District pressure zones for accurate pressure problem diagnoses
-  Basic to advanced computer skills
-  Thermal expansion
-  Confined space procedures and training
-  Lock Out/Tag Out procedures and training
-  All applicable laws, codes, and regulations concerning meter types and flow requirements

Ability to:

-  Diagnose meter problems and provide effective solutions
-  Perform complex hot work and soldering
-  Operate and train others in the use of a variety of hand and power tools
-  Advanced flow meter repairs
-  Diagnose customer service issues and explain District policy
-  Coordinate assigned activities with the activities of other departments
-  Lead, participate, and advise in a full range of meter related repairs, upgrades, and customer service issues



SELECTION GUIDELINES

The appropriate knowledge, skills, and abilities can be achieved through a variety of combinations of experience and training. A typical example is:

Experience: Three (3) or more years of increasingly responsible public utility meter experience, or three years of experience as a Field Services Worker II Meter.

Training: Any combination of formal or informal training and education that provides the ability to read or write at a level required by the assigned duties.

Licenses and Certificates:

-  Grade D2 Water Distribution certificate – CDPH, required
-  Grade T1 Water Treatment certificate – CDPH, required
-  Forklift Operator certificate, required
-  Traffic Control certificate, required
-  First Aid certificate, required
-  Confined Space certificate, required
-  Valid California license, required

PHYSICAL REQUIREMENTS/WORKING CONDITIONS (I/II/Senior Levels)

The essential functions of this position may require the employee to perform the following physical activities:

- ✎ Operate District vehicle in field installations and maintenance work
- ✎ Carry, push, pull, reach and lift equipment and parts weighing up to 60 lbs
- ✎ Stoop, kneel, crouch, crawl and climb during field maintenance and repair work
- ✎ Communicate verbally with District staff in face-to-face, one-to-one settings
- ✎ Regularly use a telephone or radio for communication
- ✎ Stand and walk for extended periods
- ✎ Heavy exertion of energy
- ✎ Hearing and vision within normal ranges

The essential functions of this position may expose the employee to the following working conditions:

- ✎ Inclement weather
- ✎ Electrical Hazards
- ✎ Extremely high water pressures
- ✎ Toxic materials and gases
- ✎ Confined spaces
- ✎ Potentially dangerous tools and equipment
- ✎ Traffic hazards
- ✎ Potentially dangerous animals and insects (dogs, bees, spiders, snakes)

OTHER REQUIREMENTS (I/II/Senior Levels)

- ✎ Willingness to work nights, weekends and overtime, as necessary
- ✎ May also be required to serve on standby duty as assigned by management

_____	_____
Employee Signature	Date
_____	_____
Supervisor/Manager Signature	Date