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| **Job Title:** | **Field Services Tech** | **Department:** | Field Services |
| **Reports To:** | Field Services Manager | **Location:** | Officers Administration |
| **FLSA Classification:** | Exempt  Non-Exempt | **Status:** | FT  PT |
| **Revision Date:** | 02/06/2025 | **Number of Direct Reports** | 0 |

**SJWD employees are expected to conduct themselves at the highest standard of honesty and integrity and consistently render loyal and efficient service, aligning with its mission, vision, and values.**

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| **Position Summary** |

This position requires self-motivation, planning, and organizational skills as a member of the Field Services Team. Under the supervision of the Field Services Manager, this team member will perform various departmental duties, including: meter maintenance, meter installation and activation, service disconnects, customer site visits, and other duties as needed.

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| **Position Responsibilities - Essential** |

**Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.**

The tasks listed below are those that represent most of the time spent working in this position. Management may assign additional tasks related to the type of work of the position as necessary.

* Interacts and communicates with the immediate supervisor, co-workers, contractors and the public.
* Attends meetings and training as necessary to enhance job knowledge and skills.
* Reads residential and commercial water meters using computerized meter reading equipment on assigned routes and record readings, making necessary calculations.
* Provides meter readings to Billing Clerk.
* Determines consistency of meter readings; report unusual cases to a supervisor.
* Responds to customer inquiries and resolves issues or complaints in a timely manner
* Water meter reading to ensure accurate billing
* Water meter maintenance; performing maintenance on water meter equipment
* Water meter installation; installing water meters and related structures
* Water meter inventory; keeping inventory of water meters and related equipment
* Understands and complies with the company’s policies, procedures and best practices
* Performs other duties as assigned
* Maintains an awareness of company risks and threats
* Projects a positive company image to the public

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| **Position Responsibilities - Non-Essential/Other** |

**Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.**

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| **Essential Duties Breakdown** |

* Promotes SJWD’s Mission, Vision, and Values
* Works closely with management to shape SJWD’s image and values, as well as the appropriate methods to communicate them to the public
* Strong analytical and problem-solving skills
* Proficient with Microsoft Office Suite or related software

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| **Core Competencies** |

* Assists in daily operations and in ensuring agency compliance with all applicable laws, regulations, policies, procedures and standards.
* Communication Proficiency
* Excellent Speaking/Writing Skills
* Detail-oriented, thorough, and organized
* Collaboration Skills
* Exceptional customer service skills

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| **Essential Skills and Experience** |

* High school diploma or equivalent
* At least threee (3) years of related experience required, with prior meter reading experience highly preferred
* Experience with technologies and best practices utilizing multiple platforms; to include proficiency in Microsoft Office – Word, Excel, Outlook, Power Point
* Ability to multitask and monitor several projects daily
* Ability to work well under pressure and manage time effectively
* Ability to take initiative to develop new strategies and outside-the-box ideas
* Ability to work independently or in a team
* Strong communication skills
* Excellent organizational skills and the ability to meet deadlines

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| **Beneficial Skills and Experience** |

* Demonstrated ability to provide professional service to the public
* demonstrated ability to analyze data

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| **Physical Demands and Working Conditions - ADA Guidelines** | | | | | |
| **Posture Requirements** | **N/A** | **5 – 25%** | **26 – 50%** | **51 – 75%** | **76 – 100%** |
| Balancing |  |  | X |  |  |
| Bending |  |  | X |  |  |
| Climbing |  | X |  |  |  |
| Crawling |  | X |  |  |  |
| Crouching |  |  | X |  |  |
| Driving |  |  |  | X |  |
| Kneeling |  | X |  |  |  |
| Reaching |  |  | X |  |  |
| Sitting |  |  |  | X |  |
| Standing |  |  | X |  |  |
| Twisting |  | X |  |  |  |
| Walking |  |  | X |  |  |
| **Environmental Conditions** | **N/A** | **5 – 25%** | **26 – 50%** | **51 – 75%** | **76 – 100%** |
| Cramped Area |  | X |  |  |  |
| Dust |  | X |  |  |  |
| Fumes/Odors |  | X |  |  |  |
| Hot/Cold Temperatures |  | X |  |  |  |
| Inside/Outside |  |  |  | X |  |
| Noise |  |  |  | X |  |
| Concrete Floor |  | X |  |  |  |
| Vibration |  | X |  |  |  |
| Teamwork |  |  |  |  | X |
| Stress |  |  |  | X |  |
| Oral Communication |  |  |  | X |  |
| Written Communication |  |  |  | X |  |
| Reading |  |  |  | X |  |
| **Dexterity Requirements** | **N/A** | **5 – 25%** | **26 – 50%** | **51 – 75%** | **76 – 100%** |
| Coordination |  |  |  | X |  |
| Foot Pedals |  |  |  | X |  |
| Picking |  |  | X |  |  |
| Handling |  |  | X |  |  |
| Wrist Motion |  |  | X |  |  |
| Lifting Heights |  |  | X |  |  |
| Lifting Requirements |  |  |  |  |  |
| 10 pounds or less |  | X |  |  |  |
| 11 to 20 pounds |  | X |  |  |  |
| 21 to 50 pounds | X |  |  |  |  |
| 51 to 100 pounds | X |  |  |  |  |
| > 100 pounds | X |  |  |  |  |
| Pushing/Pulling Requirements |  |  |  |  |  |
| 12 pounds or less |  | X |  |  |  |
| 13 to 25 pounds |  | X |  |  |  |
| 26 to 40 pounds | X |  |  |  |  |
| 41 to 100 pounds | X |  |  |  |  |
| > 100 pounds | X |  |  |  |  |

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| **Definitions** | |
| **N/A** | Activity is not applicable to this occupation |
| **5 – 25%** | Occupation requires this activity 5 – 25% of the time |
| **26 – 50%** | Occupation requires this activity 26 – 50% of the time |
| **51 – 75%** | Occupation requires this activity 51 – 75% of the time |
| **76 – 100%** | Occupation requires this activity 76 – 100% of the time |

*The Company has reviewed this job description to ensure that essential functions and basic duties have been included. It is intended to provide guidelines for job expectations and the employee's ability to perform the position described. It is not intended to be construed as an exhaustive list of all functions, responsibilities, skills and abilities. Additional functions and requirements may be assigned by supervisors as deemed appropriate. This document does not represent an expressed or implied contract of employment, nor does it alter your at-will employment, and the Company reserves the right to change this job description and/or assign tasks for the employee to perform, as the Company may deem appropriate.*

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| Employee Name Printed |  | Employee Signature |  | Date Signed |
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| Manager/Supervisor Name Printed |  | Manager/Supervisor Signature |  | Date Signed |