

EL DORADO IRRIGATION DISTRICT

CLASS TITLE: Senior Customer Field Technician

DEFINITION

Under direction organizes, assigns and reviews the work of assigned personnel engaged in damage prevention activities related to District underground facilities; performs technical duties related to locating and marking aboveground and underground utilities and facilities in accordance with District policy and other regulatory requirements; provides field support to customers and other District departments and divisions requiring specialized knowledge; and performs field duties in leak detection and location; and provides administrative support to assigned supervisor.

DISTINGUISHING CHARACTERISTICS

This is the advanced journey level in the Customer Field Technician series. Positions at this level are distinguished from other classes within the series by the level of responsibility assumed, complexity of duties assigned, independence of action taken, the amount of time spent performing the duties, and by the nature of the public contact made. Employees perform the most difficult and responsible types of duties assigned to classes within this series, including providing technical and functional supervision over assigned personnel, and perform difficult Underground Service Alert (USA) activities, and resolve difficult or sensitive customer concerns in the field. Employees at this level are required to be fully trained in all procedures related to assigned areas of responsibility.

SUPERVISION RECEIVED AND EXERCISED

Receives direction from an assigned supervisor or manager. Exercises technical and functional supervision over assigned technical personnel.

EXAMPLES OF ESSENTIAL DUTIES: *the duties specified below are representative of the range of duties assigned to this class and are not intended to be an inclusive list.*

Plans, prioritizes and reviews work of staff assigned to a variety of Underground Service Alert (USA) locates, Utility Billing service requests, GPS District infrastructure and perform AMI application surveys.

Develops schedules and methods to accomplish assignments ensuring work is completed in a safe and timely manner.

Participates in evaluating the activities of staff, recommending improvements and modifications.

Provides and coordinates staff training; works with employees to correct deficiencies.

Resolves difficult or sensitive customer questions or complaints in the field, works in conjunction with customer service personnel in responding to customer concerns.

Receives requests for residential sewer lateral initial and final inspections, performs inspections, completes required paperwork and work orders.

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Responds to and participates in the most difficult USA notices and requests from District departments and divisions related to pending underground construction work; verifies that work location is located within District jurisdiction.

Researches, locates and marks underground water and sewer lines using manual and electronic instruments, maps, and measuring devices; reviews records and drawings.

Documents field marking activities; follows up with inspection of field locations to ensure markings are in tact and work is in accordance with District standards; observes easements and properties for possible encroachments and unauthorized water connections or lack of valid USA authorizations; coordinates with District field staff and private contractors regarding untraceable facilities and/or critical facilities.

Collects and organizes observed and recorded data; maintains logs and records and verifies data, field sketches, and calculations for accuracy; works with other utilities and agencies and contractors related to excavation work; and documents damage to District pipelines and facilities at field sites.

Provides information to new service customers and private contractors regarding proper and safe excavation techniques; assists customers in the field with initial meter readings; performs audits of premises regarding leaks, high usage, water pressure problems, and possible illegal hook-ups; prepares change orders as necessary.

Locates and disconnects water service and tags buildings with notification action; restores service upon authorization from customer billing.

Performs leak detection activities; observes and/or responds to reports of wet spots and water pooling on roads and in ditches; verifies leaks and prepares work orders as necessary to correct leaks.

Builds and maintains positive working relationships with co-workers, other District employees and the public using principles of good customer service.

May assist with accounts receivable functions.

Performs related duties as assigned.

QUALIFICATIONS

Knowledge of:

Principles and practices of technical and functional supervision and training. Materials, practices, and methods used in underground construction work. Materials, tools, equipment, and methods used in facilities location, survey work, and leak detection. Extensive knowledge of and ability to apply pertinent Federal, State, local and District policies, rules, and regulations related to the USA system and notification process. Construction inspection methods and standards for residential sewer inspections. Common computer office programs used in scheduling, word

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processing, and spreadsheet applications. Creating and completing computerized maintenance management service requests and work orders.

Skill/Ability to:

Provide technical and functional supervision over assigned staff; effectively train staff. Perform the most complex duties in the location and marking of aboveground and underground utilities and facilities in accordance with District policy and other regulatory requirements. Read and interpret maps, construction drawings, property descriptions, and engineering field notes. Research records and data related to facilities location and surveying. Prepare accurate notes, sketches, field maps and technical reports. Prepare and maintain complete records and logs of USA transactions and field activities. Compile USA locate information to protect District interests and hold excavators accountable. Use manual and electronic equipment in locating and surveying utilities and facilities. Establish and maintain effective working relationships with those contacted in the course of work. Communicate clearly and concisely, both orally and in writing. On a continuous basis, know and understand operations, and observe safety rules; intermittently analyze problem equipment; identify and locate equipment; interpret work orders; remember equipment location; and explain jobs to others. Intermittently, sit while studying or preparing reports; bend, squat, climb, kneel and twist when performing installation/repair of equipment; perform simple and power grasping, pushing, pulling, and fine manipulation; and lift or carry weight of 25 pounds or less.

Experience and/or Education:

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

Experience:

Three years of responsible work in performing Underground Service Alert locates similar to Customer Field Technician II with El Dorado Irrigation District with knowledge of public utility construction or inspection related to the installation and repair of underground pipelines.

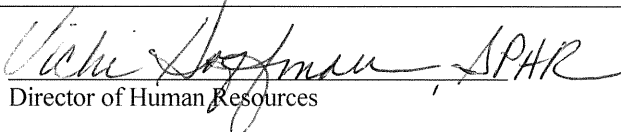
Education:

Equivalent to completion of the twelfth grade. Additional specialized training in civil engineering, land surveying, construction management, hydraulics or a related field is desirable.

SPECIAL QUALIFICATIONS

License and Certificate:

Possession of, or ability to obtain, a valid California driver’s license at the time of appointment. Individuals who do not meet this requirement due to physical disability will be reviewed on a case-by-case basis.

 Director of Human Resources	SPAR Date <u>4-8-14</u>
Established: 04/07/2014 Revised: FLSA: Non-Exempt Unit: Non-Safety	