

# **EL DORADO IRRIGATION DISTRICT**

## **CLASS TITLE: Customer Field Technician I/II**

### **DEFINITION**

Under general supervision performs 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; and performs field duties in leak detection and location.

### **DISTINGUISHING CHARACTERISTICS**

Customer Field Technician I – This is the entry level class in the Customer Field Technician series. Positions in this class typically have little or no directly related work experience. The Customer Field Technician I class is distinguished from the II level by the performance of less than the full range of duties assigned to the II level. Incumbents work under immediate supervision while learning job tasks, progressing to general supervision as procedures and processes of assigned area of responsibility are learned.

Customer Field Technician II – This is the journey level class in the Customer Field Technician series and is distinguished from the I level by the assignment of the full range of duties. Employees at this level receive only occasional instruction or assistance as new, unusual or unique situations arise and are fully aware of the operating procedures and policies within the work unit. Positions in this class are flexibly staffed and are normally filled by advancement from the I level.

This class is distinguished from the Senior Customer Field Technician in that the latter performs the most difficult and responsible types of duties assigned to classes within this series and provides technical and functional supervision over assigned staff.

### **SUPERVISION RECEIVED AND EXERCISED**

#### **Customer Field Technician I**

Receives immediate supervision from an assigned supervisor; may receive technical and functional supervision from a Senior Customer Field Technician

#### **Customer Field Technician II**

Receives general supervision from an assigned supervisor; may receive technical and functional supervision from a Senior Customer Field Technician.

## **CLASS TITLE: Customer Field Technician I/II**

**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.*

### **For both Customer Field Technician I and II**

Responds to Underground Service Alert (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.

## CLASS TITLE: Customer Field Technician I/II

### QUALIFICATIONS

#### Customer Field Technician I

##### Knowledge of:

Materials, practices, and methods used in underground construction work. Common computer office programs used in scheduling, word processing, and spreadsheet applications.

##### Skill/Ability to:

Learn to perform technical duties in the location and marking of aboveground and underground utilities and facilities in accordance with District policy and other regulatory requirements. Learn to read and interpret maps, construction drawings, property descriptions, and engineering field notes. Learn how to research records and data related to facilities location and surveying. Prepare accurate notes, sketches, field maps and technical reports. Learn how to prepare and maintain complete records and logs of USA transactions and field activities. Learn how to 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:

Two years of responsible work in public utility construction or inspection related to the installation and repair of underground pipelines.

##### Education:

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

#### Customer Field Technician II

In addition to the qualifications for the Customer Field Technician I:

##### Knowledge of:

Materials, tools, equipment, and methods used in facilities location, survey work, and leak detection. Pertinent Federal, State, local and District laws, policies, rules, and regulations related to the USA system and notification process. Construction inspection methods and standards for residential sewer inspections.

**CLASS TITLE: Customer Field Technician I/II**

Skill/Ability to:

Perform at journey level technical 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. Use manual and electronic equipment in locating and surveying utilities and facilities.

Experience and 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:

Two years of responsible experience similar to Customer Field Technician I with the El Dorado Irrigation District.

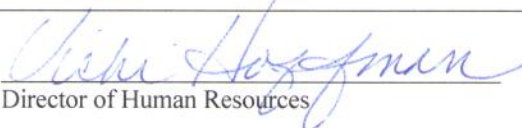
Education:

Equivalent to completion of the twelfth grade. Complete a training program that meets the minimum training guidelines and practices of Common Ground Alliance current Best Practices.

**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	<u>4/22/14</u> Date
Established: 04/22/2014	
Revised:	
FLSA: Non-Exempt	
Unit: Non-Safety	