



FIELD SERVICES SUPERVISOR
Field Services Department

Range: **53 (Exempt)**
Salary:

JOB DEFINITION: Under administrative direction to plan, organize, participate in, and otherwise direct the operations of the Field Services Department and is responsible for the oversight and performance evaluation of each member within the department; and other related work as assigned by the Finance Director.

REPORTS TO: Finance Director

DISTINGUISHED FROM LOWER RANGE POSITION(S):

This is the highest level in the Field Services Department and is a supervisory level; in order to attain this level, an individual must be capable of performing the duties of all levels of the Field Services personnel. This position involves decision-making responsibilities and a high level of customer contact. Additionally, incumbents in this position must have a Grade 2 Water Distribution Certificate, a Grade 2 Water Treatment Operator Certificate, and must have at least five years of progressively responsible experience working in a water service agency or public utility including reading meters and route managing; handling customer service problems; working with the public; and some supervisory experience.

EXAMPLE OF DUTIES:

The duties of this job include, but are not limited to: plans, organizes and directs the field services activity of the agency, including supervision and scheduling the work of the Agency Field Service Technicians, Field Service Representatives, and other personnel as assigned; conducts annual performance evaluations for departmental personnel; coordinates meter reading schedule; oversees the maintenance and deployment of the AMI system and meter data management system and makes adjustments and additions as needed, including the re-routing of sequential monthly meter reading routes; coordinates with other departments for collecting field data; schedules and reviews re-reads and special reads, delinquent accounts, returned checks; closing bill readings, high or low reads to determine inaccurate meter or over/under reads; supervises customer inquiries, leakage reported by customer, high/low pressure, out of water, etc.; handles and is responsible for the resolve of difficult, complex or sensitive customer problems and takes responsibility for resolving escalated customer disputes; use of sound independent judgment in taking action to resolve complaints where appropriate; solves complex problems and policy questions related to meter reading and customer service; oversees customer high billing complaints via the investigation of properties and/or billings; follow-up and correspondence with customers in conjunction with billing inquiries; prepares annual budget for Field Services department; makes minor repairs to water meters and related plumbing; maintains departmental records and prepares reports related to departmental activities; in charge of courier service, delivering board packets, pick up and delivery of daily mail; maintains a professional and courteous relationship with employees, Board members and members of the general public.

QUALIFICATIONS:

Schooling: High School Diploma or G.E.D.

Certification(s): Grade D2 Water Distribution certification from the California Department of Health Services and Grade T2 Water Operator certification;

QUALIFICATIONS (Continued):

Experience: Five years of progressively responsible experience working in a water service agency or public utility including reading meters and route managing; handling field service problems; working with the public; and some supervisory experience.

License(s): Possession of a valid drivers' license issued by the California Department of Motor Vehicles appropriate for the use of Agency vehicles required in the fulfillment of the job duties for this position, with an acceptable driving record.

Knowledge of: Domestic water distribution systems, operation of water meters, back flow devices, water sampling, local street names, locations and geography; Agency billing and collection policy; principals of personnel supervision and training; Agency rules, regulations, policies, procedures and ordinances.

Ability: Work independently with little direction; understand and effectively carry out, as well as give, general oral and written instructions; instruct, train and supervise personnel in field service functions; understand and interpret a variety of field service related problems; deal tactfully and effectively with the public in difficult situations; direct departmental staff toward the achievement of given objectives; analyze work activities and operational problems and make logical recommendations for resolve; establish and maintain cooperative and professional relationships with fellow employees, officials and the general public.

PHYSICAL REQUIREMENTS:

Climbing: yes no **Frequency:** Continual Often Infrequently Never
Examples: Going up and down ladders, getting into large vehicles, etc.

Bending: yes no **Frequency:** Continual Often Infrequently Never
Examples: Performing repairs, reading meters, testing of on-site plumbing, etc.

Lifting: yes no **Frequency:** Continual Often Infrequently Never
Examples: Lifting meter box lids, mail containers, meters, meter test can, etc.

Digging: yes no **Frequency:** Continual Often Infrequently Never
Examples: Digging out meters, valves, etc.

Sedentary/sitting: yes no **Frequency:** Continual Often Infrequently Never
Examples: Driving or riding in vehicles, sitting at desk

Standing: yes no **Frequency:** Continual Often Infrequently Never
Examples: Standing on pavement, dirt, concrete at work sites or in Agency facilities

Repetitive motion: yes no **Frequency:** Continual Often Infrequently Never
Examples: Operation of hand tools such as wrench, hammer, computer keyboard, writing, etc.

Respiratory (requiring use of respirator or face mask) yes no
Examples:

WORK ENVIRONMENT:

Generally, the duties to be performed by the Field Services Supervisor are split between the Operations Center and Agency facilities which are located outdoors. Within the Operations center, there is both overhead lighting and natural light from windows. There is a music/paging system which is on and operating throughout the work day. There are a number of pieces of office equipment that operate within the confines of the Operations work areas, including, but not limited to: telephones, computers, computer printers, etc.

Work performed outside is generally at customer properties, including residential and commercial properties, and will take place in all weather conditions, including extreme heat in excess of 110°.