

INDIAN WELLS VALLEY WATER DISTRICT  
Essential Function Job Description

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1. **Position Title:** FIELD SERVICE REPRESENTATIVE II
2. **Employment Classification:** Non-Exempt
3. **Department:** Field Service
4. **Reports To:** Field Service Supervisor
5. **Fundamental Objective:** Under the direction of the Field Service Supervisor, performs a variety of semi-skilled manual labor tasks related to the construction, maintenance and operation of water systems.
6. **Level of Supervision Required:** Minimal. Direction is provided by the Field Service Supervisor.
7. **Supervisory Responsibilities:** None.
8. **Essential Job Duties and Responsibilities:**
  - A. Read water meters and accurately record usage. Upload and download route data. Walk or drive over an established route, lift meter box lid with hook and record read in writing or in a computer or use automated technology to take meter readings. May entail climbing fences and hiking, as meters are not always readily accessible, and dealing with customer pets, etc.
  - B. Maintain/clean out water meters, water meter boxes, customer service laterals and all related connections. May entail operating large or heavy equipment and dealing with snakes, spiders, pets, etc.
  - C. Construct, install, replace, relocate, remove and repair water meters, water meter boxes, customer service laterals and all related connections.
  - D. Inspect/examine and test water meters and related equipment. Inspects meters and connections for defects, damage, and unauthorized connections. May entail operating large or heavy equipment.
  - E. Discontinues or connects water service to customer's residence or establishment, following written or oral instructions. May turn service off for nonpayment of charges by customer.

- F. Investigates consumer complaints and takes appropriate action and /or recommends necessary repairs to customer. Verifies readings to locate abnormal consumption and records reasons for fluctuations. Requires dealing with the public frequently.
- G. Delivers various notices to customer's premises, as directed.
- H. Makes deliveries and pick ups, as required.
- I. Acts as warehouse receiving clerk.
- J. Assists with physical inventories of warehouse and capital assets.
- K. General routine maintenance of all motor vehicles and construction equipment that are assigned ton the Meter shop.
- L. General maintenance of Field Service offices and related storage areas.
- M. As required by the California Occupational Safety and Health Act and the Indian Wells Valley Water District's Safety Manual, responsibly, faithfully, and regularly observe all safety rules and utilize all health and safety equipment, procedures and techniques required for all tasks, circumstances, locations or weather conditions including, but not limited to, hard hats, respirators, masks, barricades, cones, flags, shields, high-visibility and protective clothing, protective gloves and footwear, miscellaneous hearing and eye protection equipment.
- N. Perform other duties as assigned, including emergency work call out as necessary.

Attendance at various meetings, including safety meetings.

All other temporary work assignments which are infrequently assigned to the Field Service positions, and not covered above, shall be considered non-essential tasks, duties or responsibilities.

**9. Skills and Abilities:**

**A. Knowledge of:**

- 1. Reading, mathematical, written language, and verbal skills necessary to perform the essential functions of the job. Mathematical knowledge includes understanding calculations to add, subtract, multiply, and divide all units of measure.

**B. Ability to:**

1. Use, or learn to use, body members, hand-tools and/or special devices to work, move, or carry objects or materials such as all vehicles, machinery, equipment, tools, hardware and chemicals necessary to complete the essential job duties and responsibilities.
2. Read and work from blueprints, diagrams, maps and rough sketches, and ability to follow written and oral instructions.
3. Keep written records and make written and informal oral reports.
4. Operate a telephone, two-way radio and e-mail; knowledge and use of proper hand signals for material handling; and communicate with office personnel, co-workers, and the public.
5. Proficiently use Microsoft Office products especially Microsoft Excel.
6. Maintain sound client/customer relationships to ensure customer satisfaction with quality and quantity of service. Maintain sound and cooperative working relationships with co-workers, supervisors, and management to insure output of a good and efficient product or service.

10. **Minimum Qualifications:** An equivalent combination of experience, education/training may be accepted by the General Manager. A typical way to obtain the knowledge and abilities would be:

**Experience:** One year of experience as Field Services I or two years of comparable water industry experience.

**Education:** High School Diploma, or equivalent certification, required.

**Certifications:** Must possess State of California Water Distribution Grade D2 certification

**Licenses:** None.

Must also successfully complete physical examination and possess a valid California driver's license with a driving record acceptable to the District's insurance underwriter.

11. **Physical Demands/Requirements:**

The physical requirements and physical demands placed upon this position are outlined separately. A copy of these requirements is to be attached to this job description.

**FIELD SERVICE REPRESENTATIVE II**  
**JOB DESCRIPTION APPROVAL**

**Department Manager Recommendation:**

Signature: \_\_\_\_\_

Date: 5-10-16

**General Manager Approval:**

Signature: \_\_\_\_\_

Date: 10 May 2016

**Received and Recorded by Human Resources:**

Signature: \_\_\_\_\_

Date: 5/12/16