

INDIAN WELLS VALLEY WATER DISTRICT  
Essential Function Job Description

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1. **Position Title:** FIELD SERVICE SUPERVISOR
2. **Employment Classification:** Non Exempt
3. **Department:** Field Service
4. **Reports To:** Chief Financial Officer
5. **Fundamental Objective:** Under minimal supervision of the Chief Financial Officer: administer, supervise, and coordinate the activities of Field Services including conservation activities. Also, perform 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 Chief Financial Officer.
7. **Supervisory Responsibilities:** Directly supervise Field Service Representatives, Field Service Technicians and conservation personnel assigned to the Department.
8. **Essential Job Duties and Responsibilities:**
  - A. Supervise, train, counsel and evaluate subordinate Field Service Representatives, Field Service Technicians and conservation personnel assigned to the Department.
  - B. Provide leadership by example, establishing and maintaining quality standards.
  - C. Perform liaison functions between Field Service staff and other departments to ensure efficient execution of customer service changes, meter reading, regulatory record keeping, and other District functions.
  - D. Provide input and recommendations regarding Customer and Field Service and conservation issues, applicable policies and covenants.
  - E. Assist in preparation of budget for Field Services Department, drafting or revising field service procedures, and planning for Field Service related projects.
  - F. Supervises general routine maintenance of Field Service offices, and related storage areas, all motor vehicles and construction equipment assigned to the Field Service Department.

- G. 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 and direct subordinates to 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.

Perform moderately heavy manual labor to:

- H. 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. May further entail dealing with vermin, bees, reptiles, other pests, customer pets, etc.
- I. Maintain/clean out water meters, water meter boxes, customer service laterals and all related connections. May entail operating large or heavy equipment.
- J. Construct, install, replace, relocate, remove and repair water meters, water meter boxes, customer service laterals and all related connections. May entail operating large or heavy equipment.
- K. Inspect/examine and test water meters and related equipment. Inspect meters and connections for defects, damage, and unauthorized connections.
- L. Discontinue or connect water service to customer's residence or establishment. May turn service off for nonpayment of charges by customer.
- M. 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.
- N. Perform other duties as assigned, including emergency work call out as necessary.

Attendance at various meetings, including safety meetings.

9. **Skills and Abilities:**

A. **Knowledge of:**

- 1. District regulations, policies, practices, and procedures regarding the general supervision of personnel.

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 operate, work with, 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 proper use of 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 Service representative II; or two years general water district experience which includes some amount of Field

**Experience:** Three years experience as Field Service Technician or comparable water industry experience. Additional experience in a supervisory capacity similar to crew leader is desired.

**Education:** High School Diploma or equivalency, supplemented by workshops and professional training relevant to the job duties.

**Certifications:**

- Must possess State of California Water Distribution Grade D3 certification.
- Backflow Prevention Tester certification from a District approved certification program.
- Cross-Connection Specialist certification from a District approved certification program.
- 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 the physical demands placed upon this position are outlined separately. A copy of these requirements is to be attached to this job description.

**FIELD SERVICE SUPERVISOR**  
**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