



Fair Oaks Water District Job Description

Field Customer Service Lead Worker

DEPARTMENT: Customer Service
FLSA STATUS: Non-Exempt
DIRECTLY REPORTS TO: Customer Service Manager
DIRECTLY SUPERVISES: N/A
JOB DESCRIPTION DATE: January 1, 2018
ANNUAL SALARY RANGE: \$57,055 - \$77,025
JOB CLASSIFICATION: Regular Full-Time, DOT Safety Sensitive

General Statement of Job:

Under general supervision of the Field Customer Service Manager, this position administers the large meter program; administers the inventory system; administers receiving of materials and supplies; assists in administering inspection duties; assists in administering the Injury and Illness Prevention program; assists in duties related to building and vehicle security; assists in the performance of field customer service duties; drives and operates vehicles and equipment.

Essential Functions:

The statements contained herein reflect general details as necessary to describe the principle functions of this job, the level of knowledge, the skills typically required and the scope of responsibility. These are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned.

1. Administers the installation, maintenance, repair and testing of District large meters (3" and larger); performs primary evaluation of large meters and appurtenances; documents the need for large meter testing or repair; prioritizes and makes recommendations for large meter replacement projects.
2. Administers receiving of materials and supplies; verifies and maintains records on incoming and outgoing shipments.
3. Administers the District inventory system; maintains inventory levels and ensures quality control in accordance with District policy.
4. Performs field survey work as required; meets with customers as directed.
5. Maintains a variety of files and records in accordance with District policies and procedures.
6. Assists in completing duties related to field customer service.
7. Assists in administering inspections on the maintenance, repair, and construction of the District water system and facilities; provides primary support to staff assigned to the inspections essential functions.
8. Subordinate liaison with Sacramento County Construction Management Inspector related to County improvement projects or District pavement projects in the County right-of-way.
9. Assists in coordinating surface restoration work with the District authorized paving contractor.
10. Assists in administering the District Injury and Illness Prevention program.
11. Assists in duties related to building and vehicle security.
12. Builds and maintains positive working relationships with co-workers and the public using principles of good customer service.
13. Drives a truck, forklift or other light equipment; may operate a dump truck or heavy equipment.
14. May operate a vehicle in excess of 26,001 Gross Vehicle Weight Rating (GVWR) requiring a California Commercial Class 'A' driver's license in adherence of the Department of Transportation (DOT) regulations.

15. Checks assigned vehicle on a daily basis to ensure safe and dependable operation; may perform minor repairs to vehicles and equipment.
16. Performs "on call" duties during off-hours of operation.
17. May work overtime with additional compensation.
18. Adheres to all policies, procedures and standards of FOWD and pertinent Federal, State, and local laws relating to position functions.

Other Duties

1. May be required to alternate among such duties as landscaping, concrete work, painting, carpentry, caulking, and welding.
2. May perform traffic control.
3. May be routinely required to dig and backfill trenches using hand tools or mechanical equipment.
4. May assist in approving backflow prevention assembly installation and testing
5. May assist in administering the cross-connection and backflow prevention program.

Job Standards/Specifications

Knowledge of:

- Knowledge of construction safety laws, rules and regulations.
- Knowledge of principles used in the design of water systems.
- Knowledge of water quality regulations and requirements.
- Knowledge of cross-connection control regulations and how they apply to the waterworks industry.
- Knowledge of general landscaping, irrigation techniques, methods and troubleshooting.
- Knowledge of DOT regulations for performing safety sensitive functions.
- Working knowledge of Microsoft Office software applications.

Ability to:

- Ability to communicate clearly and concisely, both orally and in writing.
- Ability to interpret designs, plans, and understand construction specifications.

Typical Physical Activities

- Travel regularly by vehicle for District related duties and activities.
- Manual labor requiring use of manual and power tools.
- Exert considerable physical effort in moderate to heavy work involving stooping/kneeling, pushing/pulling, climbing/balancing and lifting/carrying.
- Lift, carry, push, and/or pull objects weighing up to 100 pounds.
- Operate various types of machinery and equipment such as the drill press, tapping machine, grinder, compactor, boring machine, hydraulic pump, jackhammer, pipe locator, and spade.
- Hearing and vision within normal ranges with or without correction.

Environmental Factors

- Exposure to the sun: Work time spent outside a building and exposed to the sun.
- High Temp: Considerable work time in hard manual labor in temperatures between 80 or more degrees.
- Wetness: May get part or all of the body and/or clothing wet.
- Noise: Occasionally there are unusually loud sounds.
- Slippery surfaces: Occasional work on unusually slippery surfaces.

Desired Qualifications:

- Minimum of four years’ experience in general pipeline and related construction.
- Minimum of two years’ experience working as a California Distribution Operator Grade II or higher.
- California Certified Cross Connection Control Specialist.
- California Certified Backflow Prevention Assembly Tester.
- Any combination of training and experience may qualify if it would provide the skills, knowledge, and abilities to accomplish the job requirements

Required Licenses/Certifications:

- California Certified Water Distribution Operator Grade II.
- California Certified Water Treatment Operator Grade II or ability to obtain one within one-year of employment.
- Graduation from high school or equivalent.
- Valid California motor vehicle operators commercial class A license or ability to obtain one within one-year of employment.

Fair Oaks Water District is an equal opportunity employer and makes employment decisions on the basis of merit. We want to have the best available person in every job. District policy prohibits unlawful discrimination based on race, color, creed, sex, religion, marital status, age, nation origin or ancestry, physical or mental disability, and medical condition including genetic characteristics, sexual orientation, or any other consideration made unlawful by federal, state or local laws. All such discrimination is unlawful. In compliance with the American Disabilities Act, Fair Oaks Water District will provide reasonable accommodations to qualified individuals with disabilities, and encourages both prospective employees and incumbents to discuss potential accommodations.

I have received, read and understand the above job description.

Name (Please Print):

Signature:

Date:

Customer Service Manager, Shawn Huckaby

Signature:

Date:

General Manager: Tom R. Gray

Signature:

Date:
