



## Fair Oaks Water District Job Description

### Field Customer Service Lead Worker

DEPARTMENT: Operations and Maintenance  
FLSA STATUS: Non-Exempt  
DIRECTLY REPORTS TO: Maintenance Supervisor  
DIRECTLY SUPERVISES: N/A  
JOB DESCRIPTION DATE: January 1, 2026  
ANNUAL SALARY RANGE: \$70,137.60 - \$94,660.80  
JOB CLASSIFICATION: Regular, Full-Time, DOT Safety Sensitive

#### **General Statement of Job**

Under general supervision of the Maintenance Supervisor, this position implements the meter read data collection program and the meter maintenance program; makes purchase recommendations for the Fair Oaks Water District (FOWD) meter program; responds to customer concerns and inquiries related to meter service and meter reads; acts as a FOWD subject matter expert on meter read data collection technology; aids the FOWD in distribution system maintenance activities and may intermittently work on water maintenance crews as needed; drives and operates vehicles and equipment.

#### **Essential Functions**

*The statements contained herein reflect general details as necessary to describe the primary 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. Implements the meter read data collection program. Reviews weekly meter read upload and download reports. Prioritizes and makes recommendations for meter re-read and meter appurtenance repair/replacement.
2. Implements the meter maintenance program. Installs, repairs, maintains, reads, and troubleshoots meters and automated meter reading system. Prioritizes and makes recommendations for meter replacements in accordance with FOWD policy.
3. Uploads and downloads meter information into meter reading data collection systems.
4. Responds to and investigates reported distribution system leaks. Prioritizes and makes recommendations for necessary follow-up, including marking site and reporting information for underground service alert requirements.
5. Obtains final meter reads for billing changes.
6. Investigates unusual meter reads and updates billing system.
7. Assists in the evaluation of meter reading equipment.
8. Assists in implementing inspections on the maintenance, repair, and construction of the FOWD water system and facilities. Performs inspections on water distribution facilities and appurtenances as needed.
9. Maintains a record of water use and high consumption customers.

10. Builds and maintains positive working relationships with co-workers and the public using principles of good customer service.
11. Responds to customer concerns and inquiries related to meter service and meter reads; corresponds to customers both verbally and in writing.
12. Performs field survey work as required.
13. Delivers shut down, delinquent and disconnection notices.
14. Performs disconnects and reconnects of services for delinquencies.
15. Field tests water meters for accuracy.
16. Performs "on call" duties during off-hours of operation as needed.
17. Works overtime as required and approved with additional compensation.
18. Adheres to all policies, procedures, and standards of FOWD and pertinent Federal, State, and local laws relating to position functions.
19. Checks assigned vehicle daily to ensure safe and dependable operation. Performs minor repairs to vehicles and equipment; maintains FOWD vehicles and facilities in a clean and orderly manner.
20. Operates a vehicle more than 26,001 GVWR with a Class B or higher CA driver's license in adherence of the Department of Transportation (DOT) regulations as required.
21. Receives direction from the Operations Supervisor as required.

### **Other Duties**

1. May perform traffic control.
2. May be routinely required to dig and backfill trenches using hand tools or mechanical equipment.
3. May assist in customer service front office duties. Responds to public inquiries in a courteous and friendly manner; able to apply and communicate policies and regulations regarding water service, billing, and meters to customers.
4. May assist with development and scheduling of the community events.
5. May assist in performing water waste investigations and toilet rebate inspections.
6. May assist in providing literature and verbal instruction to customers regarding conservation methods and irrigation control system adjustments.

### **Job Standards/Specifications**

#### **Knowledge of:**

- Principles, methods, materials, and equipment used in water system installation, maintenance, construction, and repair work.
- District construction specifications and standards.
- Sacramento County construction specifications and standards.
- Construction safety laws, rules, and regulations.
- FOWD policies and procedures regarding customer service and relations.
- Installation, maintenance, repair, and testing of water meters.
- General landscaping, irrigation techniques, methods, and troubleshooting.
- Microsoft Office software applications.
- Mathematical principles related to water measurement and distribution systems.

#### **Ability to:**

- Read water meters and maintain accurate records.

- Perform advanced work assignments in the installation, maintenance, and repair of water service systems and meters.
- Communicate clearly and concisely, both orally and in writing.
- Interpret designs, plans, and understand construction specifications.
- Effectively communicate with the public.
- Develop information and repair reports.

### **Typical Physical Activities**

- Operates FOWD vehicles and equipment in collections, construction, maintenance, and repair work.
- Must be able to carry, push, pull, reach, and lift equipment and parts weighing up to 100 pounds.
- Stoops, kneels, crouches, crawls, and climbs during field maintenance and repair work.
- Works in an environment with exposure to dust, dirt, and significant temperature changes between cold and heat.
- Hearing and vision within normal ranges with or without correction.

### **Environmental Factors**

- Exposure to the sun: 50% to 100% work time spent outside a building and exposed to the sun.
- Work above floor level: Some work done on ladders or other surfaces from 4 to 12 feet above the ground.
- High Temp: Considerable work time in hard manual labor in temperatures between 80 or more degrees.
- Humidity: Work in areas with unusually high humidity.
- Wetness: More than 10% of the work time getting part or all of the body and/or clothing wet.
- Noise: Occasionally there are unusually loud sounds.
- Wetness: Slippery surfaces: Occasional work on unusually slippery surfaces.
- Oil: Some parts of the body in contact with oil or grease occasionally.
- Dust: Works in or around areas with minor amounts of dust.
- Irregular or extended work hours: Occasionally required to change working hours or work overtime.

### **Desired Qualifications**

- Minimum of eight years of experience in meter reading technology and meter maintenance.
- Minimum of four years' working as a Field Customer Service II position or equivalent.
- Knowledge of DOT regulations for performing safety sensitive functions.
- Irrigation Association - Certified Landscape Irrigation Auditor (CLIA) certificate.
- Minimum of four years of experience in landscaping, irrigation techniques, methods, and troubleshooting.
- Any combination of education, training and experience may qualify if it would provide the skills, knowledge, and abilities to accomplish the job requirements.

**Required Licenses/Certifications**

- California Water Distribution Operator Grade II.
- Graduation from High School or equivalent.
- Valid California motor vehicle operators commercial class B license or higher.
- AWWA Water Use Efficiency Practitioner and/or RWA Qualified Water Efficient Landscaper Certification 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):

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Signature:

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Date:

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Operations Superintendent: Nick Kepler

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Signature:

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Date:

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Manager: Shawn Huckaby

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Signature:

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Date:

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General Manager: Tom R. Gray

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Signature:

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Date:

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