

MAINTENANCE TECHNICIAN

DEFINITION

Under general supervision, makes field customer service calls to investigate and perform service connection, disconnection, meter adjustments, validate meter readings, and related customer service issues; reads meters; identifies and troubleshoots irregularities in meters and related equipment; assists in the installation, maintenance, and repair of the District's water distribution system and infrastructure; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from the Field Operations Supervisor. Exercises no supervision over staff.

CLASS CHARACTERISTICS

This class is responsible for providing on-site technical field customer service support, reading meters, and assisting in performing construction, maintenance, and repair work to ensure that the District's infrastructure, systems, and facilities are maintained in a safe and effective working condition. Initially under close supervision, incumbents with basic maintenance experience learn District infrastructure, systems, and facilities, use of tools and equipment, and a wide variety of practices and procedures. As experience is gained, assignments become more varied and are performed with greater independence. Positions at this level usually perform some of the duties required of the Water System Operator, but are not expected to function at the same skill level and usually exercise less independent discretion and judgment in matters related to work procedures and methods. Work is usually supervised while in progress and fits an established structure or pattern. Exceptions or changes in procedures are explained in detail as they arise.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Reads water meters in accordance with an assigned schedule and route; cleans out and maintains area around meter boxes.
- Performs water meter maintenance, including installing new meters, testing and repairing meters of various sizes, locating and repairing leaks, and replacing meters as necessary; installs service lines and accounts for the installation of new or replacement meters.
- Receives and responds to service calls and customer complaints regarding issues such as leaks, high or low pressure, consumption levels, water conservation, and water quality; advises customers of problems and suggests solutions.
- Proactively and in a timely fashion contacts customers with high bills and/or unusual activity; conducts in-person site visits with customers as needed.
- Connects or disconnects water services according to work orders issued by customer service staff.

- Validates meter readings through re-readings in situations where readings appear to be abnormally high or low, verifying consumption, and checking for leaks; communicates with customers on how to detect leaks and manage water usage.
- Visits customer properties that are due to be shut off due to late payments and either tagging their home or talking to them in person.
- Assists in the construction, maintenance, and repair activities of District water utilities systems and infrastructure, including fire hydrants, pipelines, water production facilities and related pumping equipment, residential and commercial water meters, valve cans, meter boxes, water distribution valves, wells, and related facilities.
- Maintains, flushes, and repairs fire hydrants.
- Performs grounds maintenance such as mowing, weed abatement, and picking up trash and debris in and around pump stations, wells, tanks, and other District facilities.
- Reads and interprets maps and diagrams in the performance of the work.
- Observes safe work methods and makes appropriate use of related safety equipment as required.
- Performs preventative maintenance on vehicles and equipment; ensures proper functioning of equipment and vehicles needed.
- Operates and maintains light, medium, and heavy-duty equipment such as backhoes, skip loaders, dump trucks, forklifts, and other equipment appropriate to the functional area of assignment.
- Operates a variety of hand and power tools and equipment related to work assignment as instructed.
- Maintains work areas in a clean and orderly condition, including securing equipment at the close of the workday.
- Installs street barricades and cones, and controls traffic around work sites to ensure safe conditions for the general public and District staff.
- Inspects assigned District infrastructure for safety issues, structural integrity, and possible future work projects and programs; appropriately marks areas that need to be repaired.
- Notifies assigned supervisor of the need for repair or additional maintenance as found during routine inspection and cleaning activities; prepares work orders or notes service requirements.
- Provides needed information and demonstrations concerning how to perform certain work tasks to new employees in the same or similar class of positions.
- Maintains accurate logs and records of work performed and materials and equipment used.
- Attends training, meetings, workshops, etc., as required to enhance job knowledge and skills.
- Responds to after-hours emergencies and assists other staff as needed in emergency or relief situations.
- Performs related duties as assigned.

QUALIFICATIONS

Knowledge of:

- Basic practices involved in meter installation, reading, and repair.
- District service area, including street and address system.
- AMR/AMI meters, meter reading equipment, and their respective functions.
- Maintenance principles, practices, tools, and materials for maintaining and repairing water distribution systems and infrastructure.
- The operation and minor maintenance of a variety of hand and power tools, vehicles, and light to heavy power equipment.
- Occupational hazards and safety equipment and practices related to the work such as handling chemicals and working in and around confined spaces.

- Applicable federal, state, and local laws, regulatory codes, ordinances, and procedures relevant to assigned area of responsibility.
- Traffic control procedures and traffic sign regulations.
- Principles and procedures of recordkeeping and reporting.
- Basic arithmetic related to the work.
- Safe driving rules and practices.
- Basic computer equipment and applications related to the work.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and District staff.

Ability to:

- Deal tactfully with the public and others in providing information, answering questions, and providing customer service, even under difficult or stressful conditions.
- Safely and effectively operate tools and equipment used in meter installation, reading, and repair.
- Troubleshoot maintenance problems and determine materials and supplies required for repair.
- Safely and effectively use and operate hand and power tools, mechanical equipment, and light to heavy equipment required for the work.
- Understand, apply, and ensure compliance with applicable federal, state, and local laws and regulations, and District policies and procedures.
- Make accurate arithmetic calculations.
- Set up and operate traffic area construction zones, including cones, barricades, and flagging.
- Read and interpret maps and specifications.
- Follow department policies and procedures related to assigned duties.
- Maintain accurate logs and basic written records of work performed.
- Understand and follow oral and written instructions.
- Organize own work, set priorities, and meet critical time deadlines.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Use tact, initiative, prudence, and independent judgment within general policy and procedural, guidelines.
- Understand, and adhere to established District standards, policies, and procedures.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Equivalent to the completion of the twelfth (12th) grade and three (3) years of experience in the construction, maintenance, and repair of water utilities infrastructure, and/or the operation, maintenance, and repair of water production systems and related facilities.

Licenses and Certifications:

- Possession of a valid California Driver's License is desirable.
- Possession of a valid Grade I Water Distribution Operator Certificate issued by the California Department of Public Health is desirable.

PHYSICAL DEMANDS

Must possess mobility to work in the field; strength, stamina, and mobility to perform medium to heavy physical work, to work in confined spaces and around machines, to climb and descend ladders, to operate varied hand and power tools and construction equipment, and to operate a motor vehicle to visit various District sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone or radio. The job involves fieldwork requiring frequent walking in operational areas to identify problems or hazards. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate above-mentioned tools and equipment. Positions in this classification bend, stoop, kneel, reach, and climb to perform work and inspect work sites. Employees must possess the ability to lift, carry, push, and pull materials and objects weighing up to 80 pounds, or heavier weights with the use of proper equipment.

ENVIRONMENTAL ELEMENTS

Employees work in the field and are exposed to cold and hot temperatures, inclement weather conditions, road hazards, loud noise levels, vibration, confining workspaces, chemicals, mechanical and/or electrical hazards, and hazardous physical substances and fumes. Employees may interact with upset staff, public and private representatives, and/or contractors in interpreting and enforcing District policies and procedures.

WORKING CONDITIONS

Required to work various shifts or emergencies during evenings, weekends, and/or holidays as needed.