



Resolution: 020926-F

Job Title: Field Services Technician II

Department/Division: Water Division

Reports To: Field Services Supervisor

Direct Reports: N/A

Salary Class/Salary Grade: Classified/Grade 15

Employment Status/FLSA: Full-time Regular/Non-exempt

GENERAL DESCRIPTION:

This work involves the installation, maintenance and repair of water mains and service lines.

Work involves installing, repairing or replacing broken water mains and service lines, tapping water mains, boring under concrete and asphalt surfaces to install service lines, cutting and removing asphalt and concrete, the restoration of work sites, the installation and repair of fire hydrants and water system flushing. Work also includes contact with customers to assist with maintaining water service and involves the disposition of complaints. Assignments are received orally from a Crew Leader or Supervisor and work is reviewed in progress and upon completion.

ESSENTIAL JOB DUTIES:

Essential Job Duties are intended to be examples of duties and are not intended to be all inclusive. There will be other duties as assigned. All incumbents may not perform all job duties listed, and some incumbents may perform some duties which are not listed, and incumbents may be requested to perform job-related responsibilities and tasks other than those stated in this description.

- Participates in the installation, repair and replacement of water mains and service lines
- Assists in tapping water mains for the installation of water services, meters and fire hydrants
- Installs and inspects water meters and makes necessary repairs
- Assists in the removal and repair of asphalt and concrete roadways, driveways and sidewalks
- Assists with yard repair including regrading of topsoil and sod replacement
- Assists with traffic control and flagging. Installs safety signs and barricades at work sites
- Investigates and resolves customer complaints where possible
- Drives service trucks or equipment to and from work site

- The above statements are intended to describe the general nature and level of work to be performed by the incumbent assigned to this position. They are not intended to be construed as an exhaustive list of all responsibilities, duties and/or skills required of all personnel so classified. This job description does not create an employment contract, implied or otherwise, other than the employment-at-will relationship.
- Operates manual and motorized equipment as required
- Assists plumbers and contractors in locating water mains and service lines and takes precaution to avoid damage to existing utilities
- Assists with the preventive maintenance of assigned vehicles and equipment used in the performance of job duties
- Develops and maintains effective relationships with other employees and the public
- Demonstrates excellent communication and customer services skills
- Attends training as necessary to expand job knowledge
- Regular & predictable attendance is a required essential function of the position based on department established work schedule.

KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge of the methods, materials, and techniques used in the installation, maintenance and repair of water mains and service line

Knowledge of Alabama Department of Environmental Management (ADEM) regulations

Awareness of potential work hazards and knowledge of appropriate safety precaution related to water system installation, maintenance and repair

Ability to follow oral and written instructions and simple plans

MINIMUM QUALIFICATIONS:

- High School Diploma or equivalency required
- Ability to speak, read and write English
- Must possess a valid driver license with acceptable driving record
- Must be able to pull call and be available for after hour call out
- Must be able to respond within 30 minutes of main office in Alabaster, AL
- Commercial Driver License (CDL) required
- ADEM Grade I or II Certification required
- 2 plus years of experience as a Field Services Tech

The physical activities required for this position involve: Frequent sitting, using hands, talking, and hearing; occasional standing, walking, reaching with hands and arms, stooping, and kneeling. Ability to walk, stand, bend, kneel, and stoop for prolonged periods of time.

This position requires lifting: Up to 50 pounds

This position has the following special vision requirements: Ability to read information both in print and electronically.

ENVIRONMENTAL WORKING CONDITIONS: The following physical conditions and hazards may be encountered while working in this position: weather, uneven surfaces

I certify that this job description is a true reflection of the major responsibilities, requirements, and duties of this position.

Immediate Supervisor

Date

Department Head

Date

I have read this job description and understand the major responsibilities, requirements, and duties of this position. I understand the duties listed in this description are not all-inclusive and there may be other duties assigned to me.

Employee

Date