

Public Works Commission

Fayetteville, North Carolina 28302

Position Classification Plan Job Description

TITLE: UTILITY FIELD SERVICE TECHNICIAN **GRADE: 403**

TITLE ABBREVIATION: UTILITY FIELD SVC TECH **EEO CODE: 7** **CODE: F4355**

FLSA CODE: HR **REVIEWED DIR HUMAN RESOURCES:** **DATE:**

DIVISION: FINANCIAL **DEPARTMENT: CUSTOMER SERVICE**

SUPVR'S TITLE: UTIL FLD SVC SUPVR **APPRVD CEO/GM:** **DATE:**

SUMMARY OF RESPONSIBILITIES: This class is responsible for performing customer field services for the Customer Service Department of the Public Works Commission. Responsibilities include, but are not limited to, responding to customer inquiries and complaints; sorting/exchanging/modifying/prioritizing work orders according to service locations to optimize efficiency; checking/inspecting water and electric meters; determining/analyzing meter voltages; resolving/reporting emergency electric and water situations; logging/distributing work orders; setting/discontinuing/installing/removing meters for electric/water services; delivering/explaining service agreements/notices/meter readings to customers; utilizing appropriate equipment to determine functionality of automatic meter read devices; analyzing functionality of meter to determine meter change requirement; preparing/maintaining records/reports; reporting incidents of meter tampering for further review/investigation; inspecting/maintaining/requesting servicing of vehicles; driving operating vehicles in performing work assignments/ responsibilities; maintaining inventory of tools/equipment/materials/supplies on the truck; rechecking meters challenged by customers/skipped accounts/priority readings; locating meters with metal detector; checking meters involving high readings, high/low water pressure; working meter change-out program; working with /troubleshooting/resolving problems with automated meter reading units; utilizing Mobile Data Terminals (MDT's); extended hours and on-call availability are required. Operates under the direct supervision of the Utility Field Service Supervisor, in accordance with established policies and procedures. Performs related work as required.

ESSENTIAL FUNCTIONS:

1. Adheres to safety rules; operates and maintains assigned equipment safely/efficiently; no lost time accidents occur;
2. Responds to customer's (internal and/or external) concerns and complaints in a professional/timely manner; refers concerns/complaints to supervisor, when appropriate; maintains composure at all times;
3. Assumes responsibility for personal productivity and quality of work; recognizes/communicates problems and suggests solutions to supervisor;
4. Maintains 98%, or greater, attendance percentage average for four (4) quarters of performance review period;
5. Carries out directions; follows through and completes assignments in acceptable time frames; applies technical and procedural know-how to get the job done in an acceptable manner; adjusts behavior for the effective use of time and resources;
6. Effectively supports co-workers in establishing and achieving objectives while showing courtesy and respect toward others;
7. Assumes responsibility for managing personal time/schedules/deadlines; advises supervisor of any conflict which may inhibit departmental/unit/section obligations; observes established rules/policies;
8. Communicates ideas/information for improving production/procedures/cost control;

UTILITY FIELD SERVICE TECHNICIAN: continued

9. Coordinates time off/time away from work site with immediate supervisor to minimize disruptions to the unit/crew/section/department;
10. Takes initiative to accomplish goals; demonstrates ability to learn on the job; maintains appropriate skills for the position.

EQUIPMENT OPERATED: Computer, MDT, vehicle, two-way radio, mobile telephone, blackberry, automated meter reading device drill, slug puller, meter puller, hand tools, voltage meter, metal detector and other equipment, as required.

FULL PERFORMANCE KNOWLEDGE, SKILLS, AND ABILITIES: Good knowledge of safety rules, regulations, procedures; working knowledge of street layout/meter locations in the service areas; working knowledge of the Commission's policies regarding utilities/field services/procedures/processes; skill in the use/maintenance of tools/equipment and supplies used in field services work; skill in removing/replacing meters; ability to analyze meter voltages; ability to determine if meters are operational; ability to work independently within schedule & to cover assigned route; ability to assess/resolve/report emergency metering situations; skill in detecting meter tampering/utility consumption irregularities; working knowledge of meter reading/services; knowledge of the functional operation of meters; skill in the use of meter equipment; skill in operating computerized system support the hand held terminals; ability to read/record meter readings accurately/report related conditions; good knowledge of meter reading/services of how meters are installed; ability to handle problems/situations with customers/employees with tact and courtesy; ability to use sound judgment/recommendations in making decisions; skill in stalling/powering up and programming AMR units; ability prepare/maintain/retain records; ability to communicate effectively orally and in writing; ability to develop/maintain courteous effective working relationship with the public and all level of employees,.

MINIMUM QUALIFICATIONS: Graduation from high school or possession of a high school equivalency diploma.

SPECIAL REQUIREMENTS: Functional Employment Test (FET) required. Must possess/maintain a valid North Carolina Driver's License.

PHYSICAL REQUIREMENTS: Must be able to perform the essential functions of the position.

SAFETY HAZARDS: Electric current, inclement weather, insects, and loose animals.

PROTECTIVE EQUIPMENT: As required in the Public Works Commission's Safety Manual.

EMPLOYER'S RIGHTS: This job description is general and illustrative of the kind of duties required of this position. It is not exhaustive and does not contain a detailed description of all the duties that may be assigned to the incumbent occupying this position.

