

EHRWSD
Position Description

Position: Field Service Technician \$23.25 to \$30.71

Job Function: The Field Service Technician is responsible for all tasks related to customer service and the District's backflow prevention program.

Reports To: Customer Service Supervisor

Job Responsibilities:

- Responsible for all backflow prevention processes, including database, certified installers, customer agreements and annual notifications. Performs annual inspections and provide documentation of customer facilities who maintain auxiliary water systems.
- Performs line locates in response to OUPS tickets.
- Reports non-compliant customers to Customer Service Supervisor for disconnection notice.
- Adherence to company rules and regulations, District safety regulations, policies and procedures.
- Responds to work orders for utility disconnections, reconnections, new orders, and other customer service requests, as assigned.
- Assists in the analysis and improvement of assigned meter reading routes.
- Assists Distribution Dept. with emergency repairs, traffic control and line extensions as needed.
- Available for "on call duty" as needed.

Minimum Qualifications:

- Two year degree in a related field or equivalent experience.
- Valid State of Ohio Driver's license.
- Continued certification in OTCO Backflow Prevention.
- Physical Demands: Ability to lift or move 20 pounds (frequently) or up to 50 pounds (occasionally). Ability to bend at the waist, kneel/crouch, extend arms above and below the shoulder, and walk along uneven terrain. Ability to traverse stairways and ramps.

Necessary Knowledge, Skills and Abilities:

- Excellent communication and organizational skills.
- Excellent writing skills.
- Proficient use of computers, data base software applications, electronic data processing, modern office practices and procedures.
- Strong oral and communication skills, including the ability to interact successfully with all levels of employees, customers, the public and vendors.
- Experience with coaching direct reports.
- Ability to read a standard typed document, understand and analyze water utility data.
- Ability to communicate via a telephone and computer.
- All other duties as assigned.