



Job Description - Water Distribution Field Service Technician

Reports To: WD Field Service Manager
Date Revised: August 2018

FLSA Classification: Full Time, Non-Exempt
Department: Water Distribution

LCWSC is an Equal Opportunity Employer.

Position Summary

This position is responsible for some of the daily required operations of the water distribution system. It will include responding to customer needs with strong problem-solving capabilities. Complete all types of work within time constraints to include, but not limited to:

- Read water meters for billing purposes
- Complete work order assignments related to customer requests and water service

Position Responsibilities- Essential

- Complete all required documentation timely and accurately.
- Track and schedule vehicle maintenance and cleaning as required.
- Maintain and properly store LCWSC tools and equipment.
- Stock truck for daily work assignments.
- Troubleshoot and operate mobile tablet and computer meter reading system equipment.
- Properly use Personal Protection Equipment (PPE), traffic cones and safety signs as required for each job site.
- Perform Confined Space Entry.
- Safely operate tools, equipment and vehicles.
- Observe all safety rules and regulations of LCWSC.
- Perform general housekeeping duties.
- Train and take on-call duties in rotation with other staff.
- Work overtime as needed.

Position Responsibilities- Non-Essential/Other

- Other duties as assigned.

Essential Skills and Experience

- Valid SC driver's license.
- High school diploma or GED.
- Ability to walk at least ¼ mile daily.
- Ability to stand for extended periods of time.
- Ability to sit for extended periods of time.
- Ability to drive for extended periods of time.
- Ability to work in adverse weather conditions.
- General knowledge of computers.
- Strong problem-solving skills.

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- Ability to read and write.
- Strong verbal and written communication skills.
- Ability to communicate in a calm, orderly, non-threatening manner.
- Ability to interact positively with the general public.
- Ability to work with a team to resolve issues.
- Positive, professional and team-oriented personality and appearance.
- Ability to adapt quickly and easily to changes.
- Stable work history.
- Professional demeanor with the ability to work well with others in a fast-paced environment.
- Demonstrated strong organizational skills (record keeping, time management, follow up, etc.).
- Excellent attention to detail and sense of urgency, ability to prioritize with an emphasis on quality and accuracy of work.
- Strong interpersonal and customer service skills required.
- Ability to multi-task, prioritize and deal with interruptions while meeting timely deadlines.
- Regular and sustained attendance.

Beneficial Skills and Experience

- Computer skills (Microsoft word, excel, etc.....)
- Strong Troubleshooting skills

Mental & Physical Demands- ADA Guidelines

Physical Demands

Stand	<input checked="" type="checkbox"/> Constantly	<input type="checkbox"/> Frequently	<input type="checkbox"/> Occasionally	<input type="checkbox"/> N/A
Walk	<input checked="" type="checkbox"/> Constantly	<input type="checkbox"/> Frequently	<input type="checkbox"/> Occasionally	<input type="checkbox"/> N/A
Sit	<input checked="" type="checkbox"/> Constantly	<input type="checkbox"/> Frequently	<input type="checkbox"/> Occasionally	<input type="checkbox"/> N/A
Handling	<input checked="" type="checkbox"/> Constantly	<input type="checkbox"/> Frequently	<input type="checkbox"/> Occasionally	<input type="checkbox"/> N/A
Reach Outward	<input checked="" type="checkbox"/> Constantly	<input type="checkbox"/> Frequently	<input type="checkbox"/> Occasionally	<input type="checkbox"/> N/A
Reach Above Shoulder	<input type="checkbox"/> Constantly	<input checked="" type="checkbox"/> Frequently	<input type="checkbox"/> Occasionally	<input type="checkbox"/> N/A
Climb	<input type="checkbox"/> Constantly	<input checked="" type="checkbox"/> Frequently	<input type="checkbox"/> Occasionally	<input type="checkbox"/> N/A
Crawl	<input type="checkbox"/> Constantly	<input checked="" type="checkbox"/> Frequently	<input type="checkbox"/> Occasionally	<input type="checkbox"/> N/A
Squat or Kneel	<input checked="" type="checkbox"/> Constantly	<input type="checkbox"/> Frequently	<input type="checkbox"/> Occasionally	<input type="checkbox"/> N/A
Bend	<input checked="" type="checkbox"/> Constantly	<input type="checkbox"/> Frequently	<input type="checkbox"/> Occasionally	<input type="checkbox"/> N/A

Lifting Requirements

10 pounds or less	<input checked="" type="checkbox"/> Constantly	<input type="checkbox"/> Frequently	<input type="checkbox"/> Occasionally	<input type="checkbox"/> N/A
11 to 20 pounds	<input checked="" type="checkbox"/> Constantly	<input type="checkbox"/> Frequently	<input type="checkbox"/> Occasionally	<input type="checkbox"/> N/A
21 to 50 pounds	<input checked="" type="checkbox"/> Constantly	<input type="checkbox"/> Frequently	<input type="checkbox"/> Occasionally	<input type="checkbox"/> N/A
51 to 100 pounds	<input type="checkbox"/> Constantly	<input checked="" type="checkbox"/> Frequently	<input type="checkbox"/> Occasionally	<input type="checkbox"/> N/A
> than 100 pounds	<input type="checkbox"/> Constantly	<input type="checkbox"/> Frequently	<input checked="" type="checkbox"/> Occasionally	<input type="checkbox"/> N/A

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Pushing and Pulling Requirements				
12 pounds or less	<input checked="" type="checkbox"/> Constantly	<input type="checkbox"/> Frequently	<input type="checkbox"/> Occasionally	<input type="checkbox"/> N/A
13 to 25 pounds	<input checked="" type="checkbox"/> Constantly	<input type="checkbox"/> Frequently	<input type="checkbox"/> Occasionally	<input type="checkbox"/> N/A
26 to 40 pounds	<input checked="" type="checkbox"/> Constantly	<input type="checkbox"/> Frequently	<input type="checkbox"/> Occasionally	<input type="checkbox"/> N/A
41 to 100 pounds	<input type="checkbox"/> Constantly	<input checked="" type="checkbox"/> Frequently	<input type="checkbox"/> Occasionally	<input type="checkbox"/> N/A
> than 100 pounds	<input type="checkbox"/> Constantly	<input type="checkbox"/> Frequently	<input checked="" type="checkbox"/> Occasionally	<input type="checkbox"/> N/A
Definitions				
N/A	Not Applicable	Activity is not applicable to this occupation		
O	Occasionally	Occupation requires this activity up to 33% of the time (0 - 2.5+ hrs/day)		
F	Frequently	Occupation requires this activity from 33% - 66% of the time (2.5 - 5.5+ hrs/day)		
C	Constantly	Occupation requires this activity more than 66% of the time (5.5+ hrs/day)		

The Company has reviewed this job description to ensure that essential functions and basic duties have been included. It is intended to provide guidelines for job expectations and the employee's ability to perform the position described. It is not intended to be construed as an exhaustive list of all functions, responsibilities, skills and abilities. Additional functions and requirements may be assigned by supervisors as deemed appropriate. This document does not represent an expressed or implied contract of employment nor does it alter your at-will employment, and the Company reserves the right to change this job description and/or assign tasks for the employee to perform, as the Company may deem appropriate.

Print Employee Name _____ Employee Signature _____ Date Signed _____

Print Manager/Supervisor Name _____ Manager/Supervisor Signature _____ Date Signed _____