



## 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

- Preferred – pass Level D Water Distribution test
- 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.

## Job Description - Water Distribution Field Service Technician

- Strong problem-solving skills.
- 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

