

FIELD SERVICES SPECIALIST

SUMMARY

Under direction of the Technical Services Manager (TSM), performs complex operational and administrative work to support the TSM, Field Services Superintendent, Field Services Supervisor, District Engineer and the general public.

ESSENTIAL DUTIES AND RESPONSIBILITIES

The duties listed below are intended only as illustrations of the various types of work that may be performed. The exact duties performed will depend on the needs of the District.

- Administers the District's Development Program by ensuring compliance with the District's Permit Process including project conformance to District Standard Specifications, calculation and collection of sewer capacity fees, managing developer accounts, and coordinating all Development services provided by District Engineer.
- Administers the District's Sewer Service Lateral Repair Authorization and Reimbursement Program by ensuring compliance with policy requirements.
- Maintains building and site maintenance including all installation, repair, and upkeep operations relating to Heating Ventilation and Air Conditioning (HVAC), security gates and roll up doors, roof, elevator and the fire alarm system.
- Coordinates the District's infrastructure during City Street Overlay Projects by ensuring all District's manholes are accessible and adjusted to District's standards, as necessary.
- Assists with drafting agenda items regarding annexations, evaluations, and analysis on District's Ordinances and Policies.
- Maintains official District's records including the sewer service data base, District's sewer plans, and District's easements. Executes field services policies and formulates procedures for the systematic retention, protection, and retrieval of District's plans and permits.
- Maintains the District's Geographical Information System (GIS) and updates District's Collection System data to ensure accuracy of GIS.
- Maintains, prepares and files District sewer service billing data base annually and ensures other legal documents recorded by county government to conform to statutes.
- Serves as direct liaison for all customer related issues relating to lateral connections, policies, procedures, and programs, as well as utility coordination with other public agencies within the District's service area.
- Coordinates, performs, and monitors identification and mark out of District's infrastructure including gravity sewer lines and sewer force mains.
- Ensures the District's Air Pollution Control District (APCD) permits are paid in a timely manner and maintains the APCD's files.
- Maintains and updates the District's the Spill Prevention, Control, and Countermeasure (SPCC) Plan, and the Business Plan.
- Inspects and enforces Fats, Oil, and Grease (FOG) disposal equipment and the maintenance of FOG removal devices at commercial establishments.

- Assists with the enforcement of illegal discharges in the District's collection system.
- Assists with the administration of appropriate purchase requisitions and purchase orders. Reviews and analyzes purchasing practices for conformance to policies and procedures.
- Assists, manages as assigned and supports the TSM in the execution of the District's Capital Improvement Program.
- Performs a variety of office and field services related tasks as appropriate.

SPECIFIC TYPES OF KNOWLEDGE, SKILLS, AND PHYSICAL ABILITIES REQUIRED FOR THESE DUTIES:

- Ability to meet District vehicle/driving insurability standards.
- Ability to represent the District in a positive manner.
- Ability to interact with the public, vendors, and other employees in a courteous, tactful, and diplomatic manner.
- Ability to think independently.
- Ability to work both independently and work well within a team environment.
- Ability to perform and follow safety procedures.
- Ability to utilize GIS software.
- Ability to utilize office equipment and personal computers in office.
- Ability to perform intermediate functions in Microsoft Office Suite.

SUPERVISORY RESPONSIBILITIES

None.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION and/or EXPERIENCE

A high school diploma or G.E.D and five years related experience and/or training is required. Experience in dealing with the general public to include customer service and dispute resolution is crucial. A bachelor's degree in engineering or public administration or related field is desired.

LANGUAGE SKILLS

Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to communicate clearly and effectively. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, customers, consultants, officials and the general public.

MATHEMATICAL SKILLS

Ability to calculate figures and amounts such as sewer footage, slope, volumes, flow rates, and equivalent dwelling units. Ability to apply concepts of basic algebra and geometry.

CERTIFICATES, LICENSES, REGISTRATIONS

Valid California Class 'C' driver's license

REASONING ABILITY

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to talk or hear. The employee frequently is required to walk and sit. The employee is occasionally required to stand; use hands to finger, handle, or feel; reach with hands and arms; and stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is occasionally exposed to wet and/or humid conditions; high noise levels; poor lighting; moving mechanical parts; high, precarious places; outside weather conditions; extreme cold; extreme heat; risk of electrical shock; and vibration. The noise level in the work environment is usually moderate.

CLASS HISTORY

Established:	MAY 2003	Revised/Reviewed:	JUNE 2020
FLSA Status:	Non-exempt	Salary Grade:	18
Reports to:	Technical Services Manager	Department:	Field Services