



Position Description
Marion Utilities Service Board
An Equal Opportunity Employer

Job Title	Field Technician	Employment Status	Full-Time
Utility Division	Water, Wastewater, Storm-Water	EEO Code	8-A
Workgroup/Unit	Customer Service	Wage Range	12
FLSA Status	Non-Exempt	Effective Date	January 2, 2022

Job Summary

Provides exceptional customer support to the community served by the Utility Service Board; Performs a variety of field duties and tasks in support of the Customer Service and Distribution Workgroups

Supervision Received and Exercised

Works under the General Supervision of the Distribution Supervisor; Performs a variety of routine duties within established policies and procedures or by referral to the supervisor's guidelines

Minimum Education and Experience Requirements

High School diploma or equivalent; Demonstrated knowledge and a minimum of 1 years of experience related to water service maintenance and customer support

Licensure and/or Certification Requirements

Valid Indiana Driver's License

Essential Duties and Responsibilities

- ✓ Plans and organizes daily workload based on assigned work-orders; Performs customer service functions in the field Interacting with and responding to customers regarding inquiries and concerns; Documents and reports findings
- ✓ Assists in the investigation and determination of customer usage and/or service anomalies; Makes inspections to determine the basis for billing; Assists in activating services for new accounts; Disconnects or terminates service for discontinued or delinquent accounts; Investigates services for illegal usage as required
- ✓ Verifies meter readings; Installs, replaces, and removes meters as required; Inspects meter settings and structures for proper installation; Tests meters for accuracy; Reports more significant repair or replacement needs to the Distribution Supervisor

- ✓ Participates in On-Call rotation and responds to after-hours calls accordingly; Investigates emergency situations; Determines, and takes corrective action to resolution
- ✓ Performs in strict compliance with associated safety standards, Utility Policies and Procedures, and applicable Federal, State, and local codes, regulations, and requirements
- ✓ Maintains current knowledge of essential functions elements, practices, and techniques through ongoing training, study, and continuing education
- ✓ Performs in strict compliance with IOSHA safety standards, Utility Policies and Procedures, as well as applicable Federal, State, and local codes, regulations, and requirements

Knowledge, Skills, and Abilities

Knowledge of: Current principles, practices, and procedures associated with customer service; Investigatory and analytical principles, practices, and procedures; Operation and maintenance elements of water meter technologies

Skills Demonstrated in: Effective communication; Interpersonal interaction; Problem Solving; Use of basic and specialized hand-tools; Self-Motivation

Ability to: Establish effective communication and working relationships with members of the public who may be exasperated by their circumstances; Accurately read and record data, including water meter registers; Apply knowledge of principles, standards, and practices as defined above

Physical Demands or Unusual Conditions

While performing required duties, the incumbent is regularly required to: stand, walk, stoop, squat, speak, and hear; operate a motor vehicle, routinely traveling to and from various locations; maneuver and navigate stairs and steps; is subject to conflict and high levels of stress

Additional Requirements

This position description in no manner states or implies that these are the only duties and responsibilities which may be performed or assumed by the position incumbent. The incumbent is required to follow the instructions and perform duties required by the position's supervisor, appointing authority or designee as stated in the corresponding classification specification. The incumbent must perform all duties and activities in full compliance with prescribed safety standards.

Marion Utility Service Board Authority

Date

I understand, and will perform to the best of my ability, the job duties and requirements specified in this position description.

Employee Signature

Date