

## **Sacramento Suburban Water District Classification Specification**

**Job Class:** Field Operations Coordinator

**FLSA Status:** Non Exempt

**Effective Date:** February 13, 2020

### **Definition**

Performs a variety of operational and administrative duties in support of Field Operations and Customer Service activities which includes directing and coordinating the daily operation and maintenance of Computerized Maintenance Management Systems (CMMS), Meter Reading Systems, and Customer Information Systems (CIS).

### **Distinguishing Characteristics**

This is the journey level classification, fully competent to independently perform a variety of technical duties associated with maintenance, scheduling, and tracking. Incumbents are expected to be familiar with a diverse set of procedures and situations. Employees at this level receive only occasional instruction, assistance, or direction as new or unusual situations arise and are fully aware of the District's operating procedures and policies.

### **Examples of Essential Duties**

The following duties are typical for this classification. Depending upon the assignment, the employee may not perform all of the listed duties and may be required to perform additional or different duties from those below to address business needs and changing business practices. Management retains the right to add, remove, or change duties at any time.

- Maintains and analyzes all meter information to ensure accurate information is input into the CIS. Coordinates meter activity to ensure all data input into the CIS is completed in advance of meter reading schedule.
- Implements new software system processes and procedures and provides ongoing testing and analysis to ensure they stay current.
- Assists with the administration of CMMS which includes, but is not limited to, creating, modifying, and deleting Work Order templates, creating and maintaining employee accounts, and assisting with updates.
- Monitors various reports and works with supervisory and field personnel to make needed corrections.
- Reviews Field Operations Work Orders and Service Requests to ensure quality of work flow and provides necessary reviews, comments, training, and corrections as needed.
- Receives emergency and non-emergency field-related customer complaints and inquiries and researches customer accounts to provide resolution.

- Monitors Emergency Call-Out Log and uploads the log into the Records Management System and creates Service Requests when required.
- Runs and interprets various reports to monitor workload, Service Request, and Work Order completion.
- Uploads and downloads meter reading routes and meter route information.
- Identifies and troubleshoots typical difficulties experienced in meter reading transfers.
- Oversees meter reading route scheduling and billing needs.
- Maintains regular attendance and adheres to prescribed work schedule to conduct job responsibilities.
- Builds and maintains positive working relationships with coworkers, other District employees, and the public using principles of good customer service.
- Performs related duties as assigned.

### **Minimum Qualifications**

#### ***Knowledge Of:***

- Basic understanding of the principles of meter operation, functionality, and meter read structure.
- Rules, regulations, and codes applicable to District maintenance, operations, and construction functions.
- Principles and functions of CMMS.
- Modern office methods, procedures, and equipment including common office computer software and database programs, including the Microsoft Office Suite of Programs (Word, Excel, Outlook, and PowerPoint).
- Techniques and principles of effective interpersonal communication.
- Principles and practices of good customer service.
- Principles and practices of work safety.

#### ***Ability To:***

- Maintain complete and accurate records and prepare reports.
- Prioritize tasks and complete assignments in a timely manner.
- Analyze and evaluate customer complaints.
- Proficiently use computers and applicable software, and operate a variety of office equipment.
- Operate a computer for word processing, database, and District specific software.
- Follow oral and written directions.
- Deal tactfully and courteously with the public.
- Be an integral team player, which involves flexibility, cooperation, and communication.
- Communicate effectively both orally and in writing.
- Establish and maintain cooperative working relationships with coworkers, outside agencies, vendors, consultants, contractors, and the public.
- Pass pre-employment physical, drug and alcohol examination, and background check.

***Experience and Education:***

Experience:

Three (3) years' experience in water utilities or related field in an operational or customer service role.

Education:

High school diploma or equivalent.

***License and/or Certificates:***

- Valid Driver's License issued by the California Department of Motor Vehicles and proof of good driving record as evidenced by the absence of multiple or serious traffic violations or accidents for at least two (2) years duration. The driving record will not contribute to an increase in the District's automobile rates. Individuals who do not meet this requirement due to a physical disability will be considered for accommodation on a case-by-case basis.
- Possession and maintenance of a:  
State of California Water Distribution Operator Certificate Grade D1.

**Working Conditions and Physical Demands**


The conditions herein 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 job functions.

- Travel occasionally by automobile in conducting District business.
- Communicates frequently with District management staff, coworkers, and the public in one-to-one and group settings.
- Regularly uses a telephone and email for communication.
- Regularly uses computer, keyboard, and mouse.
- Regularly uses office equipment such as copiers.
- Stands and files for extended periods of time.
- Sits for extended periods of time.
- Hearing and vision required to be within normal ranges with or without correction.
- Occasionally may be required to change working hours or work overtime.

**The specific statements shown in each section of this class specification are not intended to be all-inclusive. They represent typical elements and criteria necessary to successfully perform the job.**

APPROVED:

Dated: 2/13/2020

By:   
Dan York  
General Manager

Employee Statement:

*I certify I have read, understand, and acknowledge receiving a copy of this class specification.*

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Employee Signature

Date