UNION JOB DESCRIPTION

TITLE: Lead Field Technician

DEFINITION:

Under the direction of the department Manager, this position works as a team lead to ensure the timely completion of readings of utility meters for residential and commercial customers, including overseeing the work of other Field Technician staff, training and developing procedures.

DISTINGUISHING CHARACTERISTICS:

The Lead Field Technician must be able to perform all the duties of the Field Technician classifications. Leads may be scheduled for reassignment between the morning and afternoon shifts as needed for the purposes of training, Lead relief, or special project assignments with a minimum of 24 hours advanced notice.

The Lead Field Technician position shall be filled through the Lead in Training (LIT) program candidate pool. If a LIT program has not yet been established, the selection will be made through a joint collaborative interview process comprised of an equal number of management and represented members. Represented members participating in the interview process will be selected by IBEW Leadership.

BASIC RESPONSIBILITIES:

1. Supervise Field Technicians. Train employees on job specific tasks, safety measures and various department specific and District-wide processes and procedures
2. Perform the duties of the Field Technician classification including but not limited to reading of meters and entering readings, performing inspections of meters and disconnects and reconnects
3. Route work to assigned regional Field Technicians through the work management system, in a way to greatly minimize windshield time
4. Collaborate with Office Coordinators on access issues
5. Provide training, onboarding, and coaching for new Field Technicians
6. Provide regional escalation support for both customer/field situations and employees
7. Escalate opportunities for process improvements to manager

OTHER RESPONSIBILITIES:

1. Installs chains and/or changes flat tire as necessary. Contacts appropriate PUD staff for assistance as appropriate
2. Participates in various District committees and/or projects
3. Performs other associated duties as assigned

MINIMUM QUALIFICATIONS:

Knowledge of:

- Computer applications and software (such as electronic mail/calendaring, word processing, spreadsheets, etc.)
- Field Technician skills and functions
- Advanced customer communications and deescalation techniques
- Basic mathematics
- Leadership techniques
- Interpersonal techniques
- Communication techniques, both verbal and written
- Analytical and problem solving techniques

- Training techniques

Ability to:

- Train co-workers
- Lead and give work direction to co-workers
- Lift and move up to 50 pounds
- Read a map and utilize GPS location/mapping tools
- Learn and use the District's grid and other associated systems to locate District equipment
- Accurately and quickly read and register numbers
- Make simple calculations
- Physically perform duties of both the Field Technician and Lead Field Technician jobs including, but not limited to; walking, standing, crawling, bending, twisting, overhead motion or stooping for extended periods of time
- Work in varying types of weather conditions and on varying types of terrain
- Change a flat tire, and install chains
- Follow safety guidelines
- Complete assigned route within time frames set forth in Departmental guidelines
- Communicate and deal effectively and courteously with customers and the general public
- Read meters from long distances with the aid of a scope
- Work independently
- Drive a District vehicle safely and distraction free

Education/Experience:

- High school diploma or equivalent
- Three (3) years Field Technician experience

License, Certification and/or Testing:

- Valid Washington State Driver's License, with good driving record.
- Successful completion of the testing process for the Field Technician classification.
- Current CPR First Aid card.
- Lead in Training (LIT) program candidate pool or successful completion of a joint collaborative interview process

<u>WORKING CONDITIONS:</u>

- Work is performed in an outdoor environment in varied and severe weather conditions and on all types of terrain
- Required to walk, stand, crawl, climb, bend, twist, turn or stoop for extended periods of time and varying surfaces
- Must be able to move up to 50 pounds. This includes lifting and pulling overhead and requires a full range of shoulder motion
- Required to drive a District vehicle each day and may be required to drive for durations lasting up to 2 hours or more
- Required to get in and out of the vehicle frequently during the day
- Incumbent risks physical hazard from varying weather conditions, uneven terrain, traffic, encounters with dogs/other animals, insects or with abusive customers
- Required to work in potentially hazardous environments such as near high voltage equipment, construction areas, or dark basements