



<b>Job Title: Maintenance</b>	Operations Field Technician	<b>Job Category:</b>	Operations
<b>Department/Group:</b>	Operations	<b>Job Code/ Req#:</b>	N/A
<b>Location:</b>	Office and Operations	<b>Travel Required:</b>	N/A
<b>Level/Salary Range:</b>	\$18.00 to \$20.00 per hour	<b>Position Type:</b>	Full Time
<b>Job Description:</b>	Field Maintenance	<b>Date Posted:</b>	May 12, 2025

#### Job Description

**Role and Responsibilities:** We are actively seeking talented, driven and highly productive applicants for the position of Operations Field Technician to join our team. We offer a challenging and rewarding work environment along with a competitive salary and an excellent benefits package.

#### EXAMPLE OF DUTIES

- Obtain and record accurate meter readings manually or electronically as required.
- Turn on, turn off, lock, or unlock meters as required.
- Lock out service for non-payment as required.
- Remove and install meters as required.
- Create, edit, and return work orders electronically.
- Verify customer location and meter numbers, as required.
- Promotes and practices a safe work environment for internal and external clients utilizing safety policies and procedures.
- Operates and maintains vehicles and equipment, including regularly washing and clean out vehicle.
- Report two on one connection violations.
- Keeps meter box and valve areas clean and unobstructed by clearing overgrowth and debris.
- Maintain well and pump sites by mower and weed eater.
- Light office maintenance
- Perform all other duties as assigned.

#### Knowledge, Skills, and Abilities:

- Must have good knowledge of area geography to locate and read water meters.
- Must have good knowledge of utilizing handheld and personal computers to input and update information into automated databases.
- Must have good knowledge of customer service practices and techniques to respond to customer inquiries and complaints.
- Must have good knowledge of safe utilization of hand and small power tools to maintain and repair water meters.
- Clear, concise oral and written communication to assist in preparing and presenting educational and promotional reports to management, regulatory agencies and the general public.
- Ability to calculate basic mathematical calculations (addition, subtraction, multiplication, division).
- Ability to have good interpersonal and communication.
- Ability to comprehend and express oneself orally, clearly and concisely, using proper diction.
- Ability to respond courteously to customers.
- Ability to adapt to field environment, exposure to dust, weather conditions, and exposure to domestic animals and insects.
- Ability to present good communication skills.
- Ability to be courteous and enjoy meeting customers.
- Ability to work without supervision.

- Ability to understand and carry out verbal and written instructions.
- Ability to define problems and deal with a variety of situations.
- Ability to think quickly, maintains self-control, and adapt to stressful situations.
- Ability to use good judgment and effectively solve problems.
- Ability to plan, work, and establish priorities.

#### **Qualifications**

- High School Diploma or GED
- Valid Texas Driver's License
- Class "D" water certificate issued by the Texas Commission on Environmental Quality preferred
- Bilingual preferred (English and Spanish preferred not required)

#### **BENEFITS**

- Dental insurance
- Health insurance
- Vision insurance
- 401 K
- Paid sick time
- Paid time off