



EMPLOYMENT OPPORTUNITY

FIELD SERVICE TECHNICIAN

\$3,233 - \$4,125* per month (paid bi-weekly)

***after COLA & Equity increases through July 2020**

PLUS EXCELLENT BENEFITS

OPEN: Wednesday, January 9, 2019

CLOSED: Sunday, February 3, 2019

(or until 100 applications are received, whichever occurs first)

Apply at: www.calopps.org/city-of-ceres

A completed online employment application is REQUIRED

Incomplete or late applications will NOT be accepted. Resumes will NOT be considered in lieu of the application.

SUMMARY DESCRIPTION

Perform a range of field duties and assignments for Water services under the general supervision of the Public Works Department Water Division, including driving a City vehicle and performing physical water meter turn-ons and shut-offs on a daily basis. Employees at this level represent the Ceres Water Conservation Program and perform daily work in the field, provide customer service to individual residents, receive only occasional instruction or assistance as new, unusual or unique situations arise, and are fully aware of the operating procedures and policies within the work unit. Promote the efficient use of the City's water supply by residential, irrigation, industrial, commercial public agencies and other customers to ensure sufficient pressure throughout the system for fire protection and other essential City services; investigate and identify compliance issues; and communicate with regulatory agencies as required.

QUALIFICATIONS

Knowledge of:

- A variety of personal computer applications including standard word processing, spreadsheet and database software.
- Basic principles and practices of customer service. Methods and procedures used in monitoring water systems. City services such as watering schedules, procedures, and processes.
- Safety management practices and policies.

- Use personal computers and software applications.
- Use safe work practices during the course of work.
- Read, understand, apply and communicate complex materials.

Ability to:

- Utilize water system related tools including shovels, wrenches and other gear for heavy volume water equipment turn-ons and shut-offs
- Provide field support to the City's Utilities and Finance divisions.
- Identify and resolve inconsistencies in financial records. Perform a wide variety of sensitive and difficult customer service activities.
- Program automatic sprinkler timers. Administer city services such as watering schedules, procedures, and processes.
- Employ proper English usage, spelling, grammar, and punctuation.

- Use personal computers and software applications. Provide customer services procedures and the handling of complaints.
- Use safe work practices at during the course of work. Read, understand, apply and communicate complex materials.

Education and Experience Guidelines - *Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:*

Education/Training:

Possession of a high school diploma or GED certificate

Experience:

One year of increasingly responsible experience in the area of customer service and/or water conservation

License or Certificate:

Possession of a valid California Driver License or the ability to obtain one by date of hire.

Possession of a Water Conservation Practitioner I certification within one (1) year of employment.

Possession of a Water Distribution I Certification within one (1) year of employment.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT

Environment: Work is performed primarily in the field with extensive public contact, equipment manipulation and frequent changes in day-to-day activities.

***See job description at: [Field Service Technician Job Description](#) for essential job functions, physical demands and detailed information.*

BENEFITS

The City offers a comprehensive benefits package administered under the Miscellaneous Bargaining Unit Agreement including a government *pension, medical, dental* and *vision* coverage (some plans are currently *zero cost* to the employee and family), FSA, HSA, life insurance, vacation, sick leave, holidays and more. Please visit:

[Miscellaneous Bargaining Unit MOU](#)

Prior to employment: The candidate selected for the position will be required to successfully pass a Live Scan fingerprint check and a pre-employment physical medical exam, which includes drug and alcohol testing.

Accommodations: The City of Ceres is compliant with the Americans with Disabilities Act and will make all reasonable accommodations for the disabled to participate in employment, programs and facilities. Please notify Human Resources in writing and in advance of all testing to request special accommodations during the recruitment and examination processes. Written medical verification may be required to determine appropriate accommodations.

**CITY OF CERES IS AN EQUAL OPPORTUNITY EMPLOYER
COMMITTED TO DIVERSITY**