



Envirolink, Inc.

POSITION DESCRIPTION

Service Technician II

DATE:	January 27, 2014
POSITION TITLE	Service Technician II
GRADE LEVEL	035
To be evaluated By Officer	The responsibilities of this position will involve access to information that may be considered confidential, private and sensitive. Therefore, the individual filling this position will be required to both allow and pass a background check.
REPORTS TO	Leader or Senior Leader

Position Profile:

The Team Member assigned to this position is responsible for executing municipal public works related service, and the maintenance and operation of transmission and distribution systems and equipment. Incumbents of this position perform routine to complex technical and administrative assignments including analyzing and evaluating issues related to main lines, valves, service lines, and hydrants; and do other work as required.

PRIMARY RESPONSIBILITIES:

- Responsible for maintaining an open, collaborative, team oriented work environment with Peers, Leaders, Management, and team members;
- Responsible for personal development with an emphasis on the development of character, personal development, ability to obtain results, interpersonal skills, and ability to lead change;
- Knowledge of the operation of water distribution, wastewater collection or cross connection control programs;
- Take direction and work unsupervised on activities related the operation and maintenance of public works and utility activities such as jetting, CCTV operation, leaf & limb pickup, grass mowing, and other municipal services;
- Works with various company departments to ensure the timely completion of various tasks, including mowing, ROW clearing, sewer line cleaning, etc.
- Coordinates with office team members on the preparation of reports that may include but not limited to: CCTV, Jetting, cleaning, MOR, etc;
- Executes corrective maintenance activities associated with the water distribution system, wastewater collection facilities and public works services, including main lines, valves, service lines, hydrants, pumps, reservoirs, motor control centers, automatic control valves, cleanouts, lift stations, manholes, odor control facilities, pressure and chemical booster stations;
- Executes preventive maintenance programs for various water and wastewater facilities; including pump efficiency tests, automatic control valves, motor control centers, gas engines, pump and chemical buildings and structures, fences and gates, lighting, landscaping, paving, testing and repair of production meters, etc.;
- Ensures completion of work assignments within specified deadlines, without delays;



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- Notify supervisor or other team members, as appropriate, of activities that result in interruption of customer service, non-compliance with state or company policies/procedures, near misses, accidents, safety issues, major equipment failures/repairs, ALL sanitary sewer overflows, water quality or availability issues and necessary corrective actions;
- Coordinate response to service interruptions and customer requests with the office team to provide prompt, courteous and efficient dispatch of company resources;
- Ability to perform all duties described for Service Technician I - Maintenance;
- Coordinates the completion of daily work assignments, ensuring activities are performed in compliance with all Envirolink, Federal and state safety regulations and procedures;
- Keeps daily time records and ensures data entry to monitor time, materials/equipment utilized of projects underway and completed;
- Ensures that safety precautions and procedures are followed in various work activities and instructs subordinates;
- Operation of heavy machinery including dump truck, backhoe, excavator, dozer, Vactor truck, sewer jetter and CCTV equipment;
- Analyzes and evaluates pump equipment, trouble shooting malfunctions, and monitoring of water/wastewater operations;
- Notifies Supervisor/customers of scheduled and emergency outages;
- Develops knowledge of system operations, control settings, and plant/lift station operations;
- Reads and interprets technical and operational documents, manuals, blueprints, and diagrams;
- Works under general leadership;
- Accountable for technical problem solving;
- Communicates, both orally and written, with local officials, company management and team, customers, and others;
- Performs daily activities in order to best meet service objectives, regulatory requirements and company goals;
- Responsible for the proper execution of service orders, work orders, and projects on time and on budget;
- Attends safety meetings and communicates safety issues to Supervisor or Mentor;
- Responsible for executing work assignments in compliance with OSHA, DOL, and ensuring a safe and drug free work place;
- Attend quarterly meetings with your supervisor to discuss opportunities, challenges, areas for improvement, and progress towards performance goals and development plan;
- Document on a company approved time sheet, daily activities in accordance with established company accounting procedures, using company approved account codes;
- Effectively follow the leadership provided by your supervisor;



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- Develops and maintains an effective relations with all Envirolink Team Members;
- Attend community functions, participate with community service organizations and interface with client officials;
- Provide on-call duty;
- Participate in company meeting;
- Participate in activities of various professional organizations, and attend seminars and training courses when necessary to maintain technical competency;
- Participate on company committees and programs, as required;
- Available for duty 24 hrs a day, 365 days per year;
- Performs miscellaneous job-related duties as assigned.
- May operate video inspection equipment, leak detection equipment, I&I testing equipment, leaf vacuum equipment;
- May perform traffic control activities, including but not limited to flagging, set up cones, barrels, and/or message boards;
- May perform general building maintenance activities;
- Use of GPS location equipment for field verifications of assets and work performed;
- Maintains and repairs water supply, water treatment, wastewater treatment, and wastewater collection equipment;
- Provide documentation of field activities through Envirolink's work order system;
- Ensure the proper maintenance of company owned equipment;
- Ensure accurate and timely documentation of inventory purchases and uses for financial purposes;
- Properly operate, maintain and repair company owned equipment and tools;
- Responsible for updates to the Electronic Asset Management program;

KNOWLEDGE, SKILLS, AND ABILITIES:

- Ability to work as a value added team member and to collaborate with other towards a common goal or vision;
- Knowledge of industry standards and best practices;
- Knowledge of water distribution and wastewater collection operation and maintenance principals and best practices;
- Ability to use appropriate tools and diagnostic equipment to repair, install, replace, and test water distribution and wastewater collection systems;
- Ability to diagnose and repair water distribution, wastewater collection and customer oriented issues;
- Ability to use hand and power tools applicable to trade;
- Ability to read commercial blueprints;
- Ability to read, understand, follow, and enforce safety procedures;
- Ability to foster an attitude of cooperation with other Envirolink team members and Divisions;
- Ability to foster an attitude that promotes a proactive approach to completion of duties and responsibilities with an emphasis on quality;



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- Attitude of going the extra mile and attention to detail with focus on effective and efficient use of company and/or client resources;
- Technical competence in area of responsibility;
- Effective listener;
- Ability to differentiate between billable and non-billable activities;
- Ability to effectively prioritize multiple assignments or objectives;
- Competent coordinator (able to organize a team of resources to meet multiple deadlines);
- Sound MS Office and computer skills;
- Sound technical writing skills;
- Ability to identify root causes;
- Ability to network with resources necessary to remove barriers;
- Ability to use handheld data recording devices, such as a Trimble GPS Unit;

MINIMUM POSITION QUALIFICATIONS:

- High school diploma or equivalent;
- Three (3) years of progressively responsible experience in utility maintenance or public works service.
- Possession of one or more licenses of Grade II Wastewater, Grade II Water;
- Good communication skills required including demonstrated fluency with reading, writing and speaking the English language;
- Basic math skills;
- Must possess and maintain a valid State Driver's License;
- Commercial Driver's License endorsement or ability to obtain within one(1) year;
- Trenching and Shoring Competent Person Training and Certification Required;
- Confined Space Entry Training and Certification Preferred;
- DOT Flagger Training Preferred;
- US Citizen. E-Verification required;
- No felonies or major misdemeanors;
- Envirolink, Inc. is a drug-free work place. Initial and random drug testing is required.
- Successful candidate must submit to post offer, pre-employment physical examination/medical history check;
- Must pass a pre-employment criminal background check;
- CPR and First Aid certification must be obtained within 12 months of date of hire.

May include but not limited to standing, climbing, walking, lifting, bending, pulling and/or pushing, grasping, reaching, stooping and crouching, sitting, typing, walking, reading, writing, color determination, speaking and listening for extended periods of time.



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NOTE: Reasonable accommodations will be made to enable individuals with special needs to perform the essential functions.

Acknowledgement of Receipt of Job Description

I acknowledge receipt of the job description pertaining to **my** specific job. I read and understand the requirements of this position and acknowledge I am able to perform/meet all the essential job functions with or without reasonable accommodations.

This job description does not constitute an employment agreement between the Envirolink and Team Member, and is subject to change as the needs of the employer and requirements of the job change.

Print Name	
Signature	
Date	