



CUSTOMER SERVICE FIELD TECHNICIAN

Reports To: Billing and Field Technician Supervisor

Supervises Directly: N/A

Pay Grade: 52

FLSA Status: Non-Exempt

Salary Range: \$20.86 - \$33.92 hourly, depending on qualifications and experience

Closing Date: July 23, 2026

Position Summary

Responsible for inspecting, maintaining, and repairing AMI meters, including wires, transmitters, and related components. Performs routine field duties including meter testing, consumption analysis, and customer service support using handheld devices and utility software.

Essential Duties and Responsibilities

The following duties are normal for this position. The omission of specific statements of the duties does not exclude them from the classification if the work is similar, related, or a logical assignment for this classification. Other duties may be required and assigned.

Meter Testing & Maintenance

- Test AMI meters using specialized equipment to ensure proper operation and accurate readings.
- Inspect meters, valves, and pipes to detect defects such as leaks or malfunctions; initiate service orders for defects, damage, or possible unauthorized usage.
- Perform field tests to determine if further testing is necessary to establish meter accuracy.
- Replace meter box lids, tighten or replace meter connections, and clean meter boxes.
- Perform monthly maintenance and grade inside and around meter boxes; clear service areas of obstructions and debris.

Consumption Analysis & Leak Investigation

- Analyze consumption and review abnormal usage patterns using automated reading technology and the Sensus analytics platform.
- Conduct field investigations of high and low usage patterns, including checking for pressure problems, leaks, and re-reading meters.
- Assist customers with remote reads for leaks and billing discrepancies; respond to complaints of high bills or low pressure.
- Perform faucet-to-meter checks when meter dial is inactive or cross-connection is suspected.
- Investigate suspected illegal use of water; determine if water line breaks are customer or Authority responsibility.

Service Connections & Collections

- Disconnect and reconnect water service for new accounts, non-payment, termination, or other reasons.
- Collect delinquent accounts, make payment arrangements, or negotiate on-site to avoid shut-off; lock meter or place door hanger as needed.
- Provide backup support for customer billing including final billing and field service non-pay collections.

Data & Route Management

- Complete service orders using system tablet; use computer interface to upload routes, download, and verify field data.

- Utilize Excel to export and manipulate spreadsheets; verify readings and record reasons for consumption fluctuations.
- Drive over established routes, verifying meter serial numbers and locations.
- Prepare spreadsheets, forms, reports, correspondence, work orders, and other documents as required.

Vehicle & Safety

- Conduct daily safety checks and maintain Authority vehicles (fuel, tires, cleanliness, equipment); complete weekly cleaning and semi-annual waxing.
- Follow all safety rules; notify supervisor of unsafe equipment or conditions. Must be safety-conscious and exercise sound judgment at all times.

Knowledge, Skills, and Abilities

- Knowledge of AMI meter types, sizes, and service area geography.
- Ability to analyze consumption data and identify usage anomalies.
- Proficiency with PC, handheld devices, two-way radio, and utility software.
- Basic Excel skills: export and manipulate spreadsheets.
- Strong customer service skills; ability to deal courteously with the public and co-workers.
- Ability to perform arithmetic calculations for record keeping, readings, and estimates.
- Accuracy in record keeping and attention to detail in meter readings and data entry.

Physical and Work Requirements

- Works primarily outdoors (approximately 75% or more of time outside); must tolerate prolonged sun, heat, and weather changes.
- Frequent walking, standing, bending, stooping, and climbing; lifting up to 25 lbs.
- Requires seeing, hearing, reaching, handling, fingering, and manual dexterity for measuring and moving items.
- Must be able to enter, exit, and re-enter Authority vehicles.

Core Competencies

- Mathematical ability sufficient to add, subtract, multiply and divide; read numbers, count, and measure.
- Developed language/literacy skills: read, speak, and comprehend English; write using proper punctuation and grammar.
- Effective oral communication: speak clearly and distinctly with appropriate pauses, emphasis, and pronunciation.

Minimum Qualifications

- Valid Florida Driver's License in good standing.
- High school diploma or equivalent.
- Previous outdoor work experience with ability to adjust to weather conditions.
- Any equivalent combination of education, experience, and training may be considered.

Additional Qualifying Factors:

As a condition of employment, must pass a pre-employment drug screening, physical, as well as have acceptable reference and background check results.

Seacoast Utility Authority is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the Authority will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.

Employee Name: _____ Employee Number: _____

Signature: _____ Date: _____