



# Service Repair Technician Job Description

**Reports To:** Lead Operator/Department Supervisor  
**Department:** Water/Wastewater Collections

**Pay Grade:** 3  
**Classification:** Non-Exempt

## Position Summary

The Service Repair Technician performs manual and technical activities that include the operation and maintenance of light and heavy equipment, and maintenance and repair of water and/or wastewater system lines.

## Essential Duties & Responsibilities

The list of essential functions, as outlined herein, is intended to be representative of the tasks performed within this classification. The omission of an essential function does not preclude management from assigning duties not listed herein if such functions are a logical assignment to the position.

- Maintains, repairs, and installs water/wastewater lines
- Locates water/wastewater lines
- Performs the maintenance and installation of fire hydrants, valves, and appurtenances
- Maintains and repairs lift station pumps and equipment, if applicable
- Maintains and repairs meters
- Performs service connects and disconnects
- Possesses a working knowledge of Pace's geography and street/meter locations with the ability to become proficient
- Maintains a working knowledge of operating principles of water meters
- Operates and performs maintenance of hand tools, light, and heavy equipment
- Learns residential and commercial pipe systems and plumbing fixtures
- Reads and uses area maps and utilizes electronic devices
- Makes simple mathematical calculations rapidly and accurately
- Understands and follows both written and oral instructions
- Clearly communicates information both verbally and in writing
- Establishes and maintains a professional effective working relationship with associates and positively interacts with all levels of employees and members of the public
- Effectively troubleshoots and resolves issues
- Ascertains priorities and meets deadlines and objectives
- Exercises sound judgment and discretion in decision-making in all phases of responsibilities
- Maintains the facility and grounds at lift station sites
- Performs related duties as directed



# Service Repair Technician Job Description

\*Required to be scheduled for on-call duty on a routine basis

## Minimum Qualifications

- High school diploma or GED

## Licenses, Certifications or Registrations

- Valid Driver's License (must be approved as insurable driver by insurance carrier)
- State of Florida Class A Commercial Driver's License or the ability to obtain one within six (6) months

## Knowledge, Skills & Abilities

- Demonstrates the company **Mission Statement** in all job functions and day-to-day activities by providing dependable and quality customer service
- Possesses a high level of **integrity** and strives to always do the right thing
- Provides high **quality** services and strives for excellence in all we do
- Demonstrates **dependability** by delivering on commitments consistently and timely
- Possesses a positive **attitude** by being teamwork driven and a positive influence on others
- Provides the highest level of **customer service**
- Demonstrates **stewardship** by being responsible for the company's assets and properties
- Demonstrates good attendance and appropriate general hygiene and dress
- Exemplifies safety mindfulness during all company related activities by always utilizing and/or wearing any and all required safety equipment; is always looking for ways to improve organizational safety, and ways to avoid accidents and/or injuries
- Demonstrates good communication and interpersonal skills to customers, clients, and co-workers
- Demonstrates the ability to manage conflict in a constructive manner
- Demonstrates the ability to maintain strict confidentiality of company business affairs and operations

## Physical Demands

- While performing the duties of this job, the employee is regularly required to use hands and fingers to operate basic operations equipment
- Use of close vision, distance vision, and the ability to adjust focus
- Ability to distinguish shades of colors
- Physically demanding work will typically involve some combination of standing, walking, lifting, pulling, stooping, crouching, bending/kneeling, reaching, pushing, crawling, climbing, balancing, and repetitive motions
- Moderate to heavy lifting is required (up to 50 pounds)



# Service Repair Technician Job Description

- Exposure to disagreeable environmental factors, such as outside weather conditions, dampness/humidity, heat and cold, noisy, and dusty conditions, odors, heights, and working in and with moving objects and moving vehicles
- Requires movement on slippery and uneven surfaces, working below ground level and with feet, legs, or hands in water



# Service Repair Technician Job Description

## Job Description Acknowledgement

*I have reviewed this job description and do not have any reservations about my ability to perform all duties of the position with or without reasonable accommodation.*

---

Signature

---

Date

---

Name (Printed)