

METER SERVICE WORKER

Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are not intended to reflect all duties performed within the job.

SUMMARY DESCRIPTION

Under general supervision, performs a variety of field service duties in support of the City's Water Division including meter reading and customer service oriented work; reads meters on an assigned route and downloads information into a computer system; performs duties related to a full range of service orders including to turn meters on/off and perform re-reads; interacts and provides information to the Finance Department related to work assignments; performs routine customer service duties to ensure quality customer service to City consumers; and completes and maintains necessary forms and reports.

REPRESENTATIVE DUTIES

The following duties are typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.

1. Drive routes and read meters using the Automatic Meter Reading System (AMR); upload and download information onto external drives or into the computer system; make notes for follow-up as necessary.
2. Re-read meters that did not read during route, determine why meters did not read and take the necessary steps to correct or report the problem.
3. Enter all meter readings into computer system and send to the Finance Department; meet with Finance Department to discuss any issues as necessary.
4. Perform customer service duties including service turn-ons and turn-offs; deliver shut off notices as necessary; respond to questions, complaints, and request for assistance from customers; respond to customer issues related to meter leaks and high water bills; re-read meters in response to complaints as necessary.
5. Install, repair and/or exchange damaged or defective meters and/or transponders as necessary; report inoperative or damaged meters and related problems; clear or report meters obstructed by landscaping; prepare service request as necessary.
6. Test failed registers and determine if the failure is covered by warranty. Package failed registers, request return documentation from the vendor, ship back and track all warranty items.
7. Operate City vehicles; clean, inspect, and fuel vehicles and perform minor maintenance; prepare service request for major problems.
8. Install, read, maintain and remove hydrant meters. Interact with contractors to resolve issues if needed.
9. Observe safe work methods and safety precautions.
10. Perform related duties as required.

QUALIFICATIONS

The following generally describes the knowledge and ability required to enter the job and/or be learned within a short period of time in order to successfully perform the assigned duties.

Knowledge of:

- Operations, services, and activities of a meter reading program.
- Practices, methods, techniques, and materials used in reading, maintaining, troubleshooting, operating, and repairing water meters.
- Methods and techniques of troubleshooting and testing meters.
- Operational characteristics of meter reading devices and related tools and equipment.
- Uses and purposes of general construction tools and equipment.
- Geography of assigned route and location of meters.
- Water meter reading and usage recording techniques and procedures.
- Basic plumbing practices and techniques.
- Office procedures, methods, and equipment including computers and applicable software applications.
- Principles and practices of customer service.
- Basic mathematical principles.
- Principles and practices of record keeping.
- Occupational hazards and standard safety procedures.

Ability to:

- Read and accurately record water meter readings on an assigned route using an Automatic Meter Reading System.
- Accurately assess water meter problems and perform repairs.
- Upload and download information into computer systems.
- Repair and adjust various types of water meters.
- Read and interpret maps and plans.
- Perform a variety of maintenance and repair work.
- Successfully operate various software programs as required using computers or other types of hand held devices.
- Complete and maintain accurate records and reports.
- Perform arithmetic computation quickly and accurately.
- Deal tactfully and courteously with the public, often in difficult or strained circumstances.
- Maintain good customer relations with consumers.
- Take coaching, instruction, and feedback with a cooperative and positive attitude.
- Safely and effectively operate the tools and equipment used in water meter installation and maintenance.
- Minimize public and employee safety hazards by conforming to required codes.
- Adapt to changing technologies and learn functionality of new equipment and systems.
- Identify and report meter discrepancies or malfunctions.
- Work independently in the absence of supervision.
- Understand and carry out oral and written instructions.
- Communicate clearly and concisely, both orally and in writing.
- Establish and maintain cooperative working relationships with those contacted in the course of work, including the ability to interact effectively and courteously with the public, coworkers and vendors.

Education and Experience Guidelines

Education/Training:

Equivalent to the completion of the twelfth grade.

Experience:

At least six (6) months experience working with meters and/or mechanical work in a water related industry is required. Two years of experience in reading or servicing water meters and performing general maintenance and construction is desirable.

License or Certificate:

Possession of an appropriate, valid driver's license.

Possession of, or ability to obtain within 12 months of employment, a Grade I Water Distribution Operator certificate issued by the Department of Public Health.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT

The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.

Environment: Work is performed primarily in a field and office environment; travel from site to site; exposure to noise and all types of weather and temperature conditions; exposure to hazardous traffic conditions; work in or around water; work and/or walk on various types of surfaces including slippery or uneven surfaces and rough terrain. Will be exposed to meter boxes and vaults that may contain typical hazards found in these locations.

Physical: Primary functions require sufficient physical ability and mobility to work in a field environment; to walk, stand, and sit for prolonged periods of time; to frequently stoop, bend, kneel, crouch, crawl, climb, reach, twist, grasp, and make repetitive hand movement in the performance of daily duties; to lift, carry, push, and/or pull moderate to heavy amounts of weight; to operate assigned equipment and vehicles; and to verbally communicate to exchange information.

FLSA: Non-Exempt

Revised: April 2014

This class specification identifies the essential functions typically assigned to positions in this class. Other duties not described may be assigned to employees in order to meet changing business needs or staffing levels but will be reasonably related to an employee's position and qualifications. Other duties outside of an individual's skill level may also be assigned on a short term basis in order to provide job enrichment opportunities or to address emergency situations.