



Senior Meter Reader and Repair Worker

DEFINITION

Under direction, performs difficult technical and administrative support activities related to meter operations in the field and office; investigates and resolves meter maintenance, service, repair and replacement issues on several styles of water meters to include new and emerging technology; resolves customer complaints relating to meter operations; performs other related work as assigned.

DISTINGUISHING CHARACTERISTICS

The Senior Meter Reader and Repair Worker is the lead level class in the Meter Reader and Repair Worker series and oversees meter reading and repair activities for the department. This classification combines fieldwork with the technical administrative support activities related to the reading, installation and basic repair of several styles of water/hydrant meters. Incumbents routinely perform office research, account maintenance and special projects related to their functions.

Incumbent is also responsible for planning, assigning, directing, training and reviewing the work of Meter Reader and Repair Worker staff to ensure consistency of daily operations. This position is distinguished from the Meter Service Technician in that the latter position is responsible for the repair, maintenance, and accuracy of backflow assemblies, hydrant meters and larger water meters.

This position may also require the need to support the Customer Service Department by performing comparable duties during the regular course of business.

EXAMPLES OF DUTIES

Typical duties may include but are not limited to the following:

- Assigns, directs, reviews, and performs the work of Meter Reader and Repair Worker as needed; provides technical assistance to Meter Operations staff; prioritizes work throughout the course of the day to ensure high priority items are completed;
- Assists in goal planning, procedures and work standards for their area;
- Verifies, inputs, corrects and reports District meter information for several styles of meters (manually and electronically);
- Corrects meter reads for billing; Responsible for meter services data entry and spreadsheets, data retrieval and maintenance;
- Answers difficult and complex questions both in the office and the field; researches customer issues, evaluates alternatives, and recommends or implements solutions;

- Recommends improvements to departmental policies and procedures to improve service effectiveness and staff resource allocation;
- Accurately performs field work, inspections and verifications related to meter operations, reads several styles of water meters using various methods, including manual (pulling meter box lid and reading from the meter display), electronic hand held device or other new and emerging technology;
- Repairs, replaces, and tests several styles of water meters 1" in size and smaller in field and shop situations, to include new and emerging technology;
- Performs meter maintenance functions to improve meter readability (manually and electronically) to include system of record updates; meter leaks, interconnected services and related problems;
- Cleans, sets and replaces meter boxes and lids;
- Performs flow and pressure tests as needed on consumer services;
- Interprets and reads maps, drawings, and sketches to locate services (manually and electronically);
- Maintains accurate daily records manually and/or electronically of work performed, tests, repairs, time, materials and equipment; updates system of record as needed;
- May operate water system valves and hydrants as required;
- May assist in the repair, replacement, and testing of several types of meters 1-1/2" in size and larger;
- Reports hazardous field conditions;
- Drives a motor vehicle in the course of work;
- Resolves consumer service problems; works with other internal/external parties as needed;
- Prepares a variety of correspondence, periodic or special reports and other written materials;
- Uses a variety of standard office equipment, including a personal computer and/or other hardware with related software to access, enter, update and research information into the system of record and produce hard copy data;
- May perform Meter Reader and Repair Worker I/II duties as assigned;
- Follows applicable safety rules and regulations;
- Uses a variety of tools and field equipment in the course of work;
- Maintains a positive, empathetic, and professional attitude toward customers at all times;
- Performs other related duties and responsibilities as assigned.

QUALIFICATIONS FOR EMPLOYMENT

Knowledge of:

- Policies and techniques for dealing with the public, particularly in situations where the customer may be upset both in person and on the phone;
- Principles, construction and operation of devices related to water meter operations;
- Methods used in pipe and water facility installation and repairs;
- Basic hydraulics as applied to water distribution systems;
- Principles, practices, and methodologies of cross-connection control and backflow devices and automated meter reading;

- Basic repairs to plumbing, and hand tools used in the repair and maintenance of pipes and water lines;
- Materials and procedures used in the testing, repair, and replacement of several styles of water meters;
- Techniques used in gathering, retrieving and reporting data;
- Methods and techniques used in the troubleshooting and maintenance of software applications;
- Personal computer software such as spreadsheets and word processing;
- Basic mathematics including fractions and decimal places;
- District meter service records, maps and location records (manual and electronic);
- Basic principles and techniques of customer service, preparing effective written materials and document reproduction;
- Correct business English, including spelling, grammar and punctuation;
- Relevant safety precautions and procedures.

Ability to:

- Utilize integrated computer billing, spreadsheet, and word processing systems;
- Utilize GIS mapping software and location notes to locate water meters in the field;
- Utilize District's engineering records and District automated systems;
- Type with sufficient speed and accuracy to enter data and produce standard correspondence;
- Prepare and maintain clear and concise reports, correspondence and other written materials;
- Use initiative and independent judgment within established procedural guidelines;
- Interact positively with the public, in person and over the telephone;
- Perform accurate mathematical calculations;
- Plan, organize, and coordinate his/her own work and the work of others;
- Interpret, apply and explain policies and procedures related to the District, billing, collections and customer service work;
- Effectively and tactfully, communicate with those contacted in the course of work including the public; adapting communication style to suit different audiences;
- Understand and carry out written and oral instructions;
- Learn, adapt, support and utilize new and emerging water meter technology;
- Ability to work in a constantly changing environment; handle ad-hoc work assignments and competing priorities;
- Effectively learn a variety of computer applications related to the work;
- Work independently to complete assigned tasks within given time constraints and with minimal supervision;
- Recommend improvements to departmental policies and procedures to improve service effectiveness and staff resource allocation;
- Perform extensive walking, climbing, bending and stooping in all weather conditions;

- Record and enter numbers accurately and quickly on a repetitive basis;
- Analyze meter service problems on several types of meters/hydrants and make or suggest necessary updates/repairs;
- Perform meter maintenance functions such as riser installation, meter installation, and box cleanout or replacement;
- Use tools and manual/electronic equipment necessary to maintain and repair water meters, in the field and office;
- Make arithmetic computations;
- Perform extensive walking, climbing, bending and stooping in all weather conditions;
- Use portable or desktop computers and other electronic office equipment;
- Learn, adapt, support and utilize new and emerging water meter technology;
- Write legibly and accurately;
- Maintain accurate records (manual and electronic);
- Maintain a positive, empathetic, and professional attitude toward customers at all times.

Training and Experience: Any combination equivalent to experience and education that could likely provide the required knowledge and abilities would be qualifying. A typical way to obtain the knowledge and abilities would be:

- Completion of the twelfth grade or its equivalent;
and
- Four years of experience in mechanical repair and/or plumbing
and
- Experience using software and/or computerized technologies to maintain and update system of record.
- Demonstrated ability to use tools and electronic equipment, including computers, both in the office and field in the course of duty.

Licenses and/or Certifications:

- Possess an appropriate California driver's license issued by the State Department of Motor Vehicles and a satisfactory driving record;
- Ability to acquire, possess, and maintain current D1, Distribution Operator's Certificate issued by the State Water Resources Control Board (SWRCB) within one year from start date in position.

OTHER REQUIREMENTS

- Per California Government Code, Title 1, Division 4, Chapter 8, Section 3100 "all public employees are hereby declared to be disaster service workers subject to such disaster service activities as may be assigned to them by their superiors or by law." (Ref:

California Government Code, Title 1, Division 4, Chapter 8, Sections 3100 – 3109);

- Willingness to wear prescribed uniform; and
- Work overtime as required.

PHYSICAL DEMANDS AND WORKING CONDITIONS

During the course of performing job duties the employee will perform heavy physical work and will need the mobility to operate equipment, which may include office and/or field equipment, or specialized instruments or tools requiring repetitive arm/hand movement and/or the coordinated movement of more than one limb simultaneously; enter and retrieve data from personal computers and terminals via keyboards. The employee frequently stands, walks, bends at neck and waists, twists at neck and waist, uses simple and power grasping with both hands, uses fine manipulation of both hands and fingers, and may require use of the arms above the shoulder, climb or balance; stoop, kneel or crouch. While working in the field the employee may walk on uneven or un-level ground surfaces such as hills, slopes, ditches or trenches, on or in tanks, and may work at heights up to ten to twelve feet climbing ladders or stairs. The employee is frequently required to lift and carry short distances objects such as materials or equipment weighing up to 10 to 50 pounds and may occasionally lift 50 to 75 pounds. This position requires that the employee demonstrate adequate hearing to detect warning alarms and speech to converse in person and over the telephone or radio, and vision to read printed materials and detect color coded materials, and use a computer screen.

The noise level in the work environment is moderate to loud noise. The employee is exposed to moving vehicles and other moving equipment and machinery, excessive noise, extremes in temperature, humidity, wetness and dust. The position may require the ability to work overtime and weekends as needed. In order to drive, individuals must be physically capable of operating the vehicles and equipment safely.

To be successful in this job, an individual must be able to satisfactorily perform each of the listed duties. These duties are representative of the knowledge, skill and/or ability required for the position. Reasonable accommodations may be made to enable individuals with disabilities to perform the duties and functions of the position. Requests for reasonable accommodation should be directed to the Human Resources Manager.

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Approved by: Human Resources Manager