



Meter Reader and Repair Worker I

DEFINITION

Under supervision, performs meter reading and maintenance activities; collects, verifies and accurately records water consumption data; investigates and resolves meter maintenance, communication and service issues; performs repair, replacement, and testing of several styles of water meters 1" in size and smaller in both field and shop settings; and performs related work as required.

DISTINGUISHING CHARACTERISTICS

This is an entry-level classification. Incumbents are assigned and will receive on-the-job training in a wide variety of duties under close supervision involving reading, basic repair, replacement, inspection and troubleshooting of several styles of smaller water meters. The duties of the classification are divided between field and shop activities. In addition, incumbents may be assigned the more skilled work for training purposes.

Positions in the Meter Reader and Repair Worker class series are flexibly staffed; positions at the Meter Reader and Repair Worker II level are normally filled by advancement from the Meter Reader and Repair Worker I level; progression to the Meter Reader and Repair Worker II level is dependent on (i) management affirmation that the position is performing the full range of duties assigned to the classification; (ii) satisfactory work performance; (iii) the incumbent meeting the minimum qualifications for the classification including any licenses and certifications; (iv) the incumbent satisfactorily meeting the internal promotional criteria; and (v) management approval for progression to the Meter Reader and Repair Worker II level.

EXAMPLES OF DUTIES

- Accurately collects water usage data from several styles of water meters on assigned routes according to predetermined schedules using various methods including manual (pulling meter box lid and reading from the meter display), electronic handheld device or other technology;
- Reviews and validates water usage data for accuracy; identifies irregular consumption patterns (e.g. Leaks, zero usage, spikes, tamper, misread) using system generated alerts or historical data;
- Determines if there is readily apparent cause, and reports the reason for unusual conditions where consumption seems out of line with seasonal demand and rate of previous consumption;

- Repairs, replaces, and tests several styles of water meters 1" in size and smaller, in field and shop situations, to include other technology;
- Performs meter programming and basic configuration, where applicable;
- Maintains meter boxes, end points and lids, including cleaning, setting and replacement;
- Communicates meter related findings and District procedures clearly to customers when investigating and reviewing a variety of water service problems;
- Maintains a professional and customer focused approach during all interactions;
- May assist in the repair, replacement, and testing of several styles of meters 1-1/2" in size and larger;
- Performs flow and pressure tests as needed on consumer services;
- Interprets and reads maps, drawings, and sketches to locate services utilizing manual and electronic methods;
- Use electronic systems and software to document and maintain daily records of work performed, time, materials and equipment (manually and electronically);
- May operate water system valves and hydrants as required;
- Demonstrates knowledge of the District's water system and how to operate water system valves and hydrants as required;
- Verifies and reports service information corrections and may update records (manual and electronic) as needed;
- Uses a computer or other electronic device to input and retrieve data;
- Follows applicable safety rules and regulations; identifies and reports safety hazards in the field;
- Performs other related duties and responsibilities as required.

QUALIFICATIONS FOR EMPLOYMENT

Knowledge of:

- Basic mathematics, including fractions and decimals;
- Basic repairs to plumbing, and hand tools used in the repair and maintenance of pipes and water lines;
- Methods used in pipe and water facility installation and repairs;
- Methods of routine recordkeeping; Computer systems, handheld devices and digital data entry;
- Relevant safety precautions and procedures.

Ability to:

- Accurately read, record, and validate meter data in both manual and automated environments on a repetitive basis;
- Learn to analyze meter service problems and make necessary repairs in both manual and automated environments;
- Learn to perform meter maintenance functions such as riser installation, meter insulation, box cleanout or replacement and troubleshoot meter communication issues;
- Use tools and equipment necessary to maintain and repair various types of water meters;
- Make arithmetic computations;

- Read and interpret street maps to locate meters and services (manual and electronic);
- Maintain records (manual and electronic);
- Understand and carry out written and oral instructions;
- Perform extensive walking, climbing, bending and stooping in all weather conditions;
- Write legibly and accurately;
- Use portable or desktop computers and other electronic office and field equipment;
- Effectively and tactfully communicate with those contacted in the course of work including the public; adapting communication style to suit different audiences.
- Maintain a positive, empathetic, and professional attitude toward customers at all times.
- Drive a vehicle.

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
- Some demonstrated experience necessary to be successful in mechanical repair and/or plumbing.
- Demonstrated ability to read, record and interpret numerical data accurately and quickly.
- Demonstrated ability to use tools and electronic equipment, including computers, both in office and field in the course of duty.

Internal Promotional Criteria:

For non-competitive internal promotional criteria, please refer to the Flex Criteria Matrix for the applicable classification series.

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);
- Possession of an appropriate California driver's license issued by the State Department of Motor Vehicles and a satisfactory driving record;
- Willingness to wear prescribed uniform; and
- Work overtime as required.

LICENSES AND/OR CERTIFICATIONS

Possession of an appropriate California driver's license issued by the State Department of Motor Vehicles and satisfactory driving record.

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 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