

Water Meter Technician

*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 of the Public Works Superintendent, reads water meters on an assigned route and records volume used by residential and commercial consumers in hand-held computer; performs service and repair of residential and commercial water meters; performs duties related to routine service orders including to turn meters on/off; and performs routine customer service duties to ensure quality customer service to City consumers.

IDENTIFYING CHARACTERISTICS

This is an experienced level position in the City maintenance and utility services. The primary duties of the position focus on the reading of meters to record water usage and the service and repair of meters to assure accuracy and proper function. Positions assigned to this class are expected to perform the full range of duties as assigned, working independently, applying program knowledge, and exercising judgment and initiative while having a great deal of public contact. Positions at this level receive only occasional instruction or assistance as new or unusual situations arise, and are fully aware of the operating procedures and policies of the work unit.

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. Drives and/or walks assigned routes to read residential and commercial water meters; records meter readings in hand-held computer; makes notes for follow-up as necessary.
2. Tests and calibrates meters to assure accurate flow rates and readings; cleans, repairs, recalibrates, and replaces defective parts as needed.
3. Connects and disconnects meters for new service or for non-payment of service; installs new meters as required.
4. Inspects meters and connections for defects, leaks, and damage; repairs all meter problems either on-site or at the City's corporation yard.
5. Performs customer service duties in the field as necessary including service turn-ons and turn-offs; delivers shut off notices as necessary; responds to questions, complaints, and requests for assistance from customers; re-reads meters in response to complaints as necessary.
6. Performs a variety of field repairs and maintenance tasks including replacing meter box lids, marking meter locations, and trimming bushes/plants near meters.
7. Conducts water consumption audits as necessary.
8. Maintains records on all City meters regarding meter repairs, age, location, and size.
9. Orders parts and materials as necessary.
10. Installs remote reading devices for inaccessible meters as necessary.

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11. Assists in maintenance and repair activities on a seasonal or as needed basis.
12. Performs 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:

1. Operations, services, and activities of a meter reading program.
2. Principles of residential and commercial water meter operation.
3. Operational characteristics of meter reading devices and related tools and equipment.
4. Uses and purposes of general construction tools and equipment.
5. Geography of assigned route and location of meters.
6. Principles and practices of customer service.
7. Basic mathematical principles.
8. Principles and practices of record keeping. Occupational hazards and standard safety practices.

Ability to:

1. Read and record water meter readings.
2. Repair and adjust various types of water meters.
3. Accurately meter and record utilization rates on a hand held data system.
4. Maintain accurate historical records on the City's water meters including maintenance required, size, location, and working condition.
5. Identify and report meter discrepancies or malfunctions.
6. Perform a variety of public works maintenance and repair work.
7. Maintain good customer relations with consumers.
8. Respond professionally to inquiries and complaints and deal effectively with irate people.
9. Maintain accurate records.
10. Work independently in the absence of supervision.
11. Understand and carry out oral and written directions.
12. Communicate clearly and concisely, both orally and in writing.
13. Establish and maintain effective working relationships with those contacted in the course of

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work.

Education and Experience Guidelines - Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Education/Training:

Equivalent to the completion of the twelfth grade.

Experience:

One year of experience in servicing, repairing, and calibration of water meters and/or mechanical equipment. Prior residential and commercial plumbing experience is desirable.

License or Certificate:

Possession of, or ability to obtain by date of appointment, an appropriate driver's license.

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: Outdoor field 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.

Physical: Primary functions require sufficient physical ability and mobility to work in a field environment; walk for prolonged periods of time; frequently stoop, bend, kneel, crouch, and reach; push, pull, lift, and/or carry moderate to heavy amounts of weights; operate assigned equipment and vehicles; ability to verbally communicate to exchange information.

Vision: See in the normal visual range with or without correction.

Hearing: Hear in the normal audio range with or without correction.

Date Established: Date
Date Revised: June, 2004
Johnson & Associates