

METER SERVICES WORKER I/II

JOB SUMMARY

Under general supervision, reads, records and reports readings of water meters using a hand-held meter reading computer; assists customers by answering questions and resolving complaints; removes, cleans and replaces meters; and performs related work as required.

As the Meter Services Worker I incumbent gains skills and performs more difficult work through experience, training and certification, and as a desired level of proficiency is reached, advancement to the Meter Services Worker II class can be reasonably expected. Most incumbents gain the skill, experience, certification and proficiency for advancement within two years with the District.

EXAMPLES OF DUTIES

(Duties include but are not limited to the following):

- Uses a hand-held meter reading computer or hand journal to read and record water meter reads in accordance with an assigned schedule and route; notes messages on computer.
- Listens and responds to customer concerns and takes appropriate corrective action.
- Answers questions and advises customer of District codes, policies and procedures regarding water service.
- Identifies meter malfunctions and/or service defects; issues work orders and/or repairs malfunctioning meters.
- Repairs meters; replaces gaskets, concrete and asphalt surrounding meter boxes; installs and replaces registers, bi-valves, lids, and boxes; exchanges meters, registers, and PVC service lines.
- Observes, investigates and reports unusually low or high readings; re-reads meters; examines meters for signs of tampering.
- Clears away bushes, weeds, grass and other obstructions from meters; digs out meter boxes; sprays herbicide/pesticide products.
- Tags water meters as necessary; notifies customers of water services being shut off.
- Turns on and off water service as required.
- Maintains communications with base of operations.
- Reports backflow violations.
- Provides customers with water conservation information.
- Performs routine customer service office duties including telephone calls, writing and logging meter exchange slips, posting notices, and maintaining electronic and manual files and records.
- Maintains good public relations by helping customers locate their meters and recommending how to correct their on-site water problems.

- Develops and assigns reading sequences and establishes reading routes.
- Locates meters for construction crews and line locator.
- Maintains accurate and legible records on all reports.
- Participates and coordinates the installation and repair of all District potable water meters, including temporary meters for subdivisions, commercial and irrigation accounts.
- Inspects, removes and tests construction meters.
- Assists field crews with traffic control duties.
- Responds to emergency situations including those occurring after normal working hours.
- Performs other related duties as assigned.

EMPLOYMENT STANDARDS

Knowledge of:

- English usage.
- Basic map reading.
- Basic math.
- Principles and procedures of recordkeeping and reporting.
- Modern office practices, methods and computer equipment.
- District billing procedures relating to meter read cycles.

Ability to:

- Learn to operate a hand-held meter reading computer.
- Use diplomacy, tact and firmness in dealing with the public.
- Work outside in different types of weather, walking extensively in all types of terrain, up to several miles per day.
- Read, write, and perform mathematical calculations at the level required for successful job performance.
- Read a map and follow an assigned route and schedule.
- Read gauges accurately.
- Learn and adhere to occupational hazards and standard safety practices necessary in work performed.
- Learn the streets and address system, alleys and hazards encountered in the work.
- Understand and carry out oral and written instructions.
- Learn to use a computer.
- Operate a vehicle observing legal and defensive driving practices.
- Develop and maintain accurate and up-to-date records.
- Answer questions and concerns about meters from the public.
- Establish and maintain effective working relationships with other personnel and maintain effective public relations for the District.
- Effectively work independently in the absence of supervision.
- Be available for overtime, standby and after hour emergencies.

Experience and Education:

Any combination of training, experience and education that could likely provide the required knowledge and abilities stated above, and the ability to perform the duties of the position would be qualifying.

A typical way to obtain the knowledge and abilities would be:

Experience: Worker I: Work experience involving meter reading, driving a route, customer service, or similar job duties.

Worker II: Proficiency at the "I" level, plus a minimum of one to two years of experience reading meters and performing related meter services duties.

Education: Formal or informal education or training at a level which ensures the ability to read, write, and perform mathematical computations and write reports at a level necessary for successful job performance.

Licenses and Certificates:

Worker I: 1) Possession of a valid California driver's license, Class C, with ability to maintain insurability under the District's insurance carrier. 2) Possession of a State Department of Health Services Water Distribution Operator certificate, Grade I, within eighteen (18) months of appointment.

Worker II: 1) Possession of a valid California driver's license, Class C, with ability to maintain insurability under the District's insurance carrier. 2) Possession of a State Department of Health Services Water Distribution Operator certificate, Grade II, at time of appointment is required.

Certification at the required level must be maintained.

Physical Demands:

See to read fine print; have depth perception; reach horizontally and vertically with arms; sit or stand for prolonged periods; use lower body mobility to stand, walk, stoop, bend, crawl and extend legs; regularly lift over 50 pounds and frequently, over 100 pounds, with assistance; use hands and fingers to manipulate small objects and print or write legibly; work outside in weather extremes of the local climate; wear protective apparel including, but not limited to, goggles, face protectors, aprons, fall protection, shoes and a respirator, as required by OSHA standards.

OTHER REQUIREMENTS

May be required to work evenings, weekends and holidays and assume stand-by duty if necessary.

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