

METER SERVICES WORKER III

JOB SUMMARY

Under direction, plans, assigns and coordinates the meter services unit which includes: customer service inquiries; meter reading; minor meter repair and maintenance; investigates water leaks; performs water shutoffs; and perform related work as required.

The Meter Services Worker III is the full journey-level position in the Meter Services Worker series. The incumbent acts as resource person in the performance of assigned, prescheduled and emergency operations, maintenance and repair work; incumbent also performs the most advanced operations of meter services.

EXAMPLES OF DUTIES

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

- Investigates and responds to reports of water leaks throughout the District.
- Listens to, checks and resolves customer concerns and/or complaints.
- Assists the Chief Meter Services Worker in overseeing the work of meter personnel.
- Sets up and notifies customers of potential water interruptions; turns on and off water service; performs meter shutoffs for planned water interruptions.
- Tags water meters as necessary; posts non-payment and incomplete paperwork notices informing delinquent customers of water services being shut off.
- Performs meter re-reads to investigate unusually high or low readings.
- Maintains a good public relations profile by helping customers locate their meters and recommends options to correct their on-site water problems.
- Uses a hand-held meter reading computer or hand journal to read and record readings of water meters in accordance with an assigned schedule and route.
- Receives or generates service orders and takes appropriate actions.
- Answers customer questions and advises customer of District codes, policies and procedures regarding water service.
- Examines meters for signs of tampering.
- Maintains communications with base of operations.
- Clears away bushes, weeds, grass and other obstructions from meters; sprays herbicide/pesticide products and digs out meter boxes.
- Issues backflow notifications and reports violations of backflow prevention.
- Cleans, raises and lowers meter boxes; replaces broken boxes and/or lids.

- Keeps accurate and legible records on all repairs.
- Participates and coordinates the installation and repair of all District potable water meters, including temporary meters for subdivisions, commercial and irrigation accounts.
- Enforces safety regulations relating to meter services work.
- May assume responsibility in the absence of the Chief Meter Services Worker.
- 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.
- Basic principles of leadership and training.
- Simple recordkeeping.
- Repair and installation of meters.
- The streets and address system, alleys and hazards encountered in the work.
- Appropriate safety precautions and procedures.
- District billing procedures.

Ability to:

- Plan and lay out a work program, including the estimated personnel, equipment and material requirements.
- Use diplomacy, tact and firmness in dealing with the public.
- Answer questions and concerns about meters from the public.
- Read gauges accurately.
- Adhere to established procedural and safety requirements of the job.
- Use good judgment in responding quickly and reasonably to unanticipated safety issues.
- Understand and carry out written and oral directions.
- Operate a vehicle observing legal and defensive driving practices.
- Maintain accurate and up-to-date records.
- Establish and maintain effective working relationships with other personnel and maintain effective public relations for the District.
- Effectively work independently without direct supervision on a day-to-day schedule.
- 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: Three years of progressively responsible experience in general water operations and meter maintenance. Customer service experience is required.

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:

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; operate hand and power tools requiring strength and coordination; 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; be exposed to harsh substances; be exposed to foul odors within acceptable ranges/levels; work in confined spaces; wear protective apparel including, but not limited to, goggles, face protectors, aprons, 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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