



Job Description

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities that are required of the employee for this job.

Job title	Meter Services Technician I/II
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GENERAL PURPOSE

Under immediate (Meter Service Technician I) or general (Meter Service Technician II) supervision, performs a wide variety of customer service duties in the installation, maintenance, repair, and servicing of residential and commercial meters, ; retrieves water usage and consumption data from meters for billing purposes; performs routine to complex duties related to water service turn-ons/off, investigating customer billing issues, and interacting with customers: Meter programming and operational knowledge of Automated Metering Infrastructure (AMI) as related to customer billing, usage reports, and assists in system administration tasks. Performs related duties, as assigned.

DISTINGUISHING CHARACTERISTICS

Meter Services Technician I: This is the entry-level classification in the Meter Services Technician series. Initially under close supervision, incumbents learn and perform routine customer service duties in the field such as retrieving water usage and consumption data from meters and turning water service on and off. Performs a variety of water services for District customers in the field ranging from turning on water service, answering general customer questions and ensuring routine repairs are performed. As experience is gained, assignments become more varied, complex, and difficult; close supervision and frequent review of work lessen as an incumbent demonstrates skill to perform the work independently. Positions at this level usually perform most of the duties required of the positions at the Meter Services Technician II level but are not expected to function at the same skill level and usually exercise less independent discretion and judgment in matters related to work procedures and methods. Work is usually supervised while in progress and fits an established structure or pattern. Exceptions or changes in procedures are explained in detail as they arise.

Meter Services Technician II: The Meter Services Technician II is the fully qualified journey-level classification in the Meter Services Technician series. Incumbents are responsible for performing complex customer service and meter repair tasks in the field, interacting with customers and dealing with more complex situations requiring greater experience and independent judgment. Incumbents work under minimal supervision while exercising independent judgment within established systems and procedures. Positions at this level are distinguished from the Meter Services Technician I level by the

performance of the full range of duties as assigned, working independently, and exercising judgment and initiative. 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.

This class is distinguished from the Senior Meter Services Technician in that the latter performs the more complex work assigned to the series, such as dealing with difficult or sensitive customer meter-service problems, unauthorized service, and delinquency issues and/or providing technical and functional direction over lower-level staff.

SUPERVISION RECEIVED AND EXERCISED

Receives immediate (Meter Services Technician I) to general (Meter Services Technician II) supervision from assigned supervisory or management personnel. Exercises no direct supervision over staff.

TYPICAL DUTIES AND RESPONSIBILITIES

The duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to this position.

Positions at the Meter Services Technician I level may perform some of these duties and responsibilities in a learning capacity.

- Performs a variety of field customer service functions related to assisting customers with service inquiries and requests dealing with the inspection diagnoses, maintenance, repair, servicing, and installation of water meters. Performs meter repairs and reports illegal water usage.
- Uses independent judgment to identify and recommend corrective actions on customer related repair and service issues.
- Completes forms, prepares reports, and maintains electronic records of completed field assignments.
- Responds to reports of leaks, stuck or broken meters, high/low read investigations, and pressure complaints.
- Performs meter installation and repairs to existing and new customer meter connections.
- Performs a variety of field customer service-related tasks to ensure accurate recording of water usage for billing purposes; turns on new water service; responds to customer requests for information and works with customers on any assigned service-related issues.

- Retrieves data from water meters in accordance with an assigned schedule and route including taking transfer and final readings; notes any unusual computer messages and takes appropriate actions to remedy issues.
- Locates buried or covered meters; raises and lowers meter box heights; resets and replaces broken boxes and lids, maintains landscape around meter boxes; and submits work order requests for higher-level maintenance-related tasks.
- Conducts checks to identify leaks and non-operational meters; makes meter repairs and/or replaces them; reports water-use violations; assists customers in resolving water volume and pressure problems.
- Delivers delinquency and past-due notices; turns off water service for non-payment; assists customers with requests for payment extensions; submits customer request for credit arrangements to avoid service termination.
- Reviews meter readings to ensure accuracy of readings and that high- and low-usage amounts recorded fall within historical consumption limits; requests re-reads when appropriate.
- Performs valve, service line maintenance and leak-detection tasks; reports meter or service defects, unusual water flow, or unauthorized fire hydrant use; submits work orders for the repair of service mainline leaks.
- Provides customers with specialized information about their water service such as high-water consumption or scheduled maintenance service interruptions; answers customer inquiries and refer customers to the proper District personnel if additional information is requested.
- Utilizes tools to identify meter locations in the District; interprets maps, blue prints and diagrams in the performance of the work.
- Operates computer software related to automated meters; generates logs and submits information electronically to billing system.
- Coordinates work duties and timelines with other internal departments related to meter-service installations and repair.
- Assists with AMI system duties including: building, programming, installing, inspecting, diagnosing, replacing, and routing of AMI meters.
- May perform duties in confined spaces.
- Observes and complies with all District safety rules, regulations, and protocols.
- Performs related duties as assigned.

Employees in this classification are subject to on-call, which may include rotating-duty schedule, weekends and 24-hour emergency call out with little or no notice. Any employee designated to serve on-call who repeatedly refuses to serve on-call, or report for emergencies, shall be subject to disciplinary action up to and including discharge.

REQUIRED QUALIFICATIONS

Positions at the Meter Services Technician I level may exercise some of these knowledge and abilities statements in a learning capacity.

Knowledge of:

- Methods and techniques of meter service operations, installation, repair and maintenance, including the use of automated systems.
- Methods and techniques of compiling and evaluating water use data.
- Operational characteristics of meters used in District services.
- Operational characteristics and use of a variety of valves.
- Customer plumbing specifications dealing with service lines, hose bibs, pressure regulators, sprinkler valves and other related parts and devices.
- Codes, specifications, ordinances, and regulations pertaining to meter service repair.
- Methods and techniques of investigating field service-related issues, such as high consumption rates.
- Operation and maintenance of a variety of hand and power tools and vehicles.
- Operational characteristics of meter types and associated electronic AMI components.
- Basic traffic control procedures and traffic sign regulations.
- Basic mathematics.
- Geography of the District's service area.
- Principles and practices of record keeping.
- District and mandated safety rules, regulations, and protocols.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and District staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.
- Effectively and tactfully handle sensitive customer relations situations.

Ability to:

- Read and perform maintenance and repair work on a variety of water meter types.
- Identify and respond to water service issues.
- Read and interpret various maps, plans, specification sheets, and operating manuals.
- Make accurate arithmetic calculations.
- Safely and effectively use and operate hand tools, mechanical equipment, power tools, and equipment required for the work.
- Drive an assigned District vehicle and operate a two-way radio.
- Understand and follow oral and written instructions.

- Coordinate work assignments with other sections and/or departments.
- Independently organize work and follow-up on assignments.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.
- Handle tactfully and effectively sensitive customer relations situations and defuse situations that are highly emotional and volatile.

Experience:

Any combination of experience and education that provides the required knowledge and abilities is qualifying, along with the specific licenses/certifications as outlined below:

- Meter Services Technician I: Two (2) years of customer service or meter service/repair experience; government or public utility experience is desirable.
- Meter Services Technician II: Three (3) years of progressively responsible customer service or meter service/repair experience, or (1) year of experience as a Meter Services Technician I with the District.

Education:

- Equivalent to completion of the twelfth (12th) grade.

Licenses/Certifications:

- A valid California Class C driver's license and the ability to maintain insurability under the District's vehicle insurance policy.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by employees to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Must possess mobility to work in the field; strength, stamina, and mobility to perform medium to heavy physical work; to sit, stand, and walk on level, uneven, or slippery surfaces; frequently reach, twist, turn, kneel, bend, stoop, squat, crouch, grasp and make repetitive hand movement in the performance of daily duties; to operate varied hand and power tools equipment; to operate a motor vehicle and visit various District sites; and vision to inspect and operate equipment. The job involves fieldwork requiring

frequent walking in operational areas to identify problems or hazards. Finger dexterity is needed to operate and repair tools and equipment. Employees must possess the ability to lift, carry, push, and pull materials and objects averaging a weight of 50 to 100 pounds, in all cases with the use of proper equipment and/or assistance from other staff.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Employees work in the field and are exposed to loud noise levels, cold and hot temperatures, inclement weather conditions, road hazards, vibration, confining workspace, chemicals, mechanical and/or electrical hazards, hazardous physical substances and fumes, dust, and air contaminants. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures. Employees may, at times, be required to wear appropriate personal protective equipment including respiratory protection while performing work in environments that could have the potential to contain wet or humid conditions, vapors or particulates, hazardous chemicals, and the risk of electric shock. The noise level in the work environment is frequently loud.

FLEX REQUIREMENTS

Positions in the Meter Services Technician I/II class series are flexibly staffed; positions at the Meter Services Technician II level are normally filled by advancement from the Meter Services Technician I level; progression to the Meter Services Technician 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; and (iv) management approval for progression to the Meter Services Technician II level.

Eastern Municipal Water District
Job Title: Meter Services Technician I/II
Last Update: March 2020

This job description has been reviewed and approved by all levels of management in cooperation with the union (if applicable):

Approved by:	<i>Board of Directors</i>
Date adopted:	<i>March 29, 2020</i>
Date modified:	
IBEW Reviewed:	
FLSA determination:	<i>Non-Exempt</i>

Job Description Acknowledgment

I have received, reviewed, and fully understand the job description for Meter Services Technician I/II. I further understand that I am responsible for the satisfactory execution of the essential functions described therein, under any and all conditions as described.

Employee Name (print): _____ *Date:* _____

Employee Number: _____

Employee Signature: _____