

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	Senior Meter Services Technician
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GENERAL PURPOSE

Under direction, assists in supervising and training staff, leads, , oversees, and participates in the more complex and difficult customer service duties in the installation, maintenance, repair, and servicing of residential and commercial meters; works with supervisor to schedule and assign routes and activities for field staff; reviews and controls work quality; assists in system administration tasks. Performs related duties, as assigned.

DISTINGUISHING CHARACTERISTICS

This is the advanced-level classification in the Meter Services Technician series responsible for performing the most complex work assigned to the series. Incumbents regularly work on tasks which are varied and complex, requiring considerable discretion and independent judgment. Positions in the classification rely on experience and judgment to ensure optimal customer service and work quality. Assignments are given with general guidelines and incumbents are responsible for establishing objectives, timelines, and methods to deliver services. Work is typically reviewed upon completion for soundness, appropriateness, and conformity to policy and requirements.

SUPERVISION RECEIVED AND EXERCISED

Receives direction from assigned supervisory or management personnel. Exercises technical and functional direction over and provides training to lower-level 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.

- Provides technical and functional supervision to assigned staff; reviews and controls quality of work; provides input on employee evaluations; trains employees in work methods, use of tools and equipment, and relevant safety precautions.
- Plans, schedules, prioritizes, and assigns field staff routes and activities in consultation with supervisor; instructs staff in work procedures.

- Assists in developing, implementing, evaluating and communicating policies, processes, systems, and procedures to achieve division annual goals, objectives, and work standards.
- 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 or non-operational meters; makes more routine 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.
- 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

Knowledge of:

- Principles of providing functional direction and training.
- 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:

- Plan, organize, and coordinate the work of assigned staff.
- Effectively provide staff leadership and work direction.
- 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 or 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:

- Four (4) years of increasingly responsible customer service or meter service/repair experience; government or public utility experience is desirable.

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 in 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.

Eastern Municipal Water District
Job Title: Senior Meter Services Technician
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:	
FLSA determination:	<i>Non-Exempt</i>

Job Description Acknowledgment

I have received, reviewed, and fully understand the job description for Senior Meter Services Technician. 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: _____