JOB DESCRIPTION  
Meter Reader I (Flex)  
Meter Reader II  
Code Number: 56003, 56004

GENERAL PURPOSE

Under general supervision, follows a prescribed routine in reading and recording water meter readings; and performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS

Meter Reader I is the entry level class in the Meter Reader series. Initially under close supervision, incumbents perform the more routine duties while learning District policies and procedures and becoming familiar with the variety of departmental systems and practices. Incumbents learn and perform a variety of duties involved in reading and recording water consumption according to a prescribed schedule and utilizing an automated meter reading system. This work typically involves considerable customer contact. As experience is gained, duties become more diversified and are performed under more general supervision. This class is alternately staffed with Meter Reader II, and incumbents may advance to the higher level after gaining experience and demonstrating proficiency which meet the qualifications of the higher level.

Meter Reader II is the experienced/journey level class in the series, fully competent to independently perform duties. Incumbents are expected to be knowledgeable and proficient in all aspects of the District’s commercial, industrial and residential meter reading routes, procedures and operations. Incumbents are expected to be capable of assigning sequence numbers to accounts and restructuring routes for improved efficiency. This class is distinguished from the lower classification of Meter Reader I by the relative independence with which duties are performed.

ESSENTIAL 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 the class._

Reads residential, commercial and industrial meters on varying assigned routes; locates meters and records readings within a set timeframe.

FLSA DETERMINATION: Non-exempt.
Reviews meter readings to ensure accuracy of readings and that high and low usage amounts recorded fall within historical consumption limits, requesting rereads when appropriate; investigates “bill pending” accounts generated by the Customer Service department.

Inspects assigned vehicles, and ensures that condition of vehicle meets the Districts safety standards.

Observes and reports all damaged and inoperative meters.

Makes minor repairs to meter leaks and replaces damaged meters as time constraints allow.

Uncovers meters and digs out meter box and removes debris; requests rereads when obstacles prevent reading.

Answers questions and informs customers in matters dealing with observed leaks, service problems and general information in a tactful manner in order to enhance customer relations; refers customers to the appropriate department or individual.

Keeps accurate records of readings and other data collected in conformance with department procedures.

Operates vehicles to travel to and from assigned meter reading routes.

May maintain, adjust and replace residential water meters in the field and shop.

Trains others to read meters and operate meter reading equipment.

Performs related duties as assigned.

**DESIRED MINIMUM QUALIFICATIONS**

**Knowledge of:**

Basic arithmetic and simple recordkeeping; hand tools, such as: adjustable wrenches, channel locks, pipe wrench, screwdrivers, pipe cutters, fire hydrant wrenches, and angle stop keys used in the field; basic geography of the District's service area.

**FLSA DETERMINATION:** Non-exempt.
Ability to:

Perform simple arithmetic calculations; carry out work assignments involving constant standing and walking in a variety of weather conditions; use tact, patience and understanding in dealing with the public and others in various situations; establish and maintain effective working relationships with those contacted in the course of work; follow and apply written and oral work instructions; communicate effectively, orally and in writing; make sound independent judgments within established guidelines; train others in work processes and procedures; operate gas detector equipment.

Training and Experience:

A typical way of obtaining the knowledge, skills and abilities outlined above is one year of experience involving public contact.

A Meter Reader I may be considered for advancement to Meter Reader II after demonstrating proficiency to perform all the major duties assigned to the class.

Typically, a Meter Reader I is expected to be capable of meeting the proficiency criteria within a 6–24 month period, depending on an individual’s prior experience and progression in performing the full range of Meter Reader II duties as described in the established performance criteria.

Licenses; Certificates; Special Requirements:

A valid California driver's license and the ability to maintain insurability under the District’s Vehicle Insurance Policy.

PHYSICAL AND MENTAL DEMANDS

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

Physical Demands

While performing the duties of this job, the employee is regularly required to use hands to finger, handle, feel or operate objects, tools, or controls and reach with hands and arms. The employee frequently is required to stand and talk or hear,

FLSA DETERMINATION: Non-exempt.
walk, sit, climb or balance, stoop, kneel, crouch or crawl. The employee must frequently walk up to 10 miles per day.

The employee must frequently lift and/or move up to 50 pounds and occasionally up to 100 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and the ability to adjust focus.

**Mental Demands**

While performing the duties of this class, employees are regularly required to use written and oral communication skills; read and interpret data, information and documents; analyze and solve problems; use math and mathematical reasoning; observe and interpret situations; learn and apply new information or new skills; work under deadlines with constant interruptions; and interact with District staff, other organizations and the public. The employee is occasionally required to deal with dissatisfied or quarrelsome individuals.

**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._

The employee frequently works outside in a wide range of weather conditions, near moving mechanical parts, on slippery and uneven surfaces, and heavy traffic and/or construction areas. 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.

**FLSA DETERMINATION:** Non-exempt.
FLEX REQUIREMENTS
Meter Reader II
Meter Reader I (Flex)

LENGTH OF TIME REQUIRED

A Meter Reader I may advance or “flex” to the Meter Reader II class after 6-24 months of experience in the Meter Reader I class.

PERFORMANCE RATING

The incumbents must receive an overall performance rating of “Meets Expectations” or better on their most recent annual performance evaluation in order to flex to the higher class.

COMMENTS

The Meter Reader I must also demonstrate proficiency to perform the full range of duties as described in the Meter Reader I/II job description.