



APRIL 2016
FLSA: NON-EXEMPT

METER TECHNICIAN I/II

DEFINITION

Under direct (I) or general (II) supervision, performs fieldwork in reading water meters and recording amounts consumed for billing purposes; performs a variety of routine work related to scheduled and emergency installation, repair, operation and maintenance of the District's water meters; makes field service calls to customers to perform a variety of service and collection tasks; turns water service on and off per customer request or District policy; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives immediate (I) or general (II) supervision from Field Service Supervisor. Exercises no supervision of staff.

CLASS CHARACTERISTICS

Meter Technician I: This is the entry-level class in the Meter Technician series. Initially under close supervision, incumbents with basic maintenance experience learn how to turn water services on or off, set, maintain, repair and read meters, and inspect consumer property for leaks and other billing related issues. Positions at this level usually perform most of the duties required of the positions at the 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. As experience is gained, assignments become more varied and are performed with greater independence.

Meter Technician II: This is the journey-level classification in the Meter Technician series. Incumbents are expected to perform the full range of duties related to field customer services. Responsibilities require the use of tact, discretion, and independent judgment and frequent interaction with the public. Incumbents are expected to work independently and exercise 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 Field Service Supervisor in that the latter is responsible for the planning and organization of field service maintenance and meter reader activities, and for providing day-to-day supervision over lower level staff.

Positions in the Meter Technician class series are flexibly staffed and positions at the II level are normally filled by advancement from the I level; progression to the II level is subject to management approval and is dependent on the incumbent (i) performing the full range of duties assigned to the II level, and (ii) acquiring the knowledge, skill, licenses, certificates, and experience necessary to meet the minimum qualifications for the II level of the series.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

Positions assigned to the entry (I) level of the series may perform some tasks in a learning capacity.

- Reads water meters on an assigned route including temporary construction and reclaimed water distribution water meters; records figures for billing purposes; computes consumption.
- Observes and reports meter or service defects, unusual water flow, unauthorized fire hydrant use or unauthorized use of reclaimed water; submits work orders to initiate the repair of service leaks.
- Maintains meters, boxes, lids and landscape around meter boxes; installs water meters and customer valves.
- Performs customer service duties by performing courtesy turn-ons and shut-offs, checking for leaks or dead meters; reports water use violations; assists customers in resolving water volume and pressure problems.
- Provides customers with specialized information about their water service (e.g., when consumption is unusually high, general water conservation tips, when an obstruction prevents reading of meter, and/or when service shut-offs may be required for maintenance purposes).
- Turns water service on or off as required; leaves notices with residents for new or discontinued service.
- Tests, repairs, and maintains fire hydrant meters.
- Reads and interprets maps and diagrams in the performance of the work.
- Answers customer inquiries and refers customers to the proper District personnel if additional information is requested.
- Performs other duties as assigned.

QUALIFICATIONS

Some knowledge, skills and abilities may be at a learning capacity by positions at the entry (I) level:

Knowledge of:

- Knowledge of meter reading devices, sizes, and types of water meters.
- Knowledge of methods and procedures for testing, and maintaining water meters.
- Utility billing procedures.
- The operation and minor maintenance of a variety of hand and power tools, vehicles and power equipment.
- Basic principles, practices, tools and materials for maintaining and repairing water distribution systems and other related facilities and equipment.
- Basic traffic control procedures and traffic sign regulations.
- Shop arithmetic.
- Safety equipment and practices related to the work, including the handling of hazardous chemicals.
- Safe driving rules and practices.
- Basic computer software related to work, including computer devices for meter reading purposes.
- English usage, spelling, vocabulary, grammar and punctuation.
- Techniques for providing a high level of customer service to public and District staff, in person and over the telephone.

Ability to:

- Deal tactfully with the public and others in providing information, answering questions and providing a high-level of customer service.
- Read, inspect and maintain a variety of types of water meters.
- Post data accurately on forms and prepare simple records.
- Read and interpret street maps.
- Perform maintenance and repair work on water meters.
- Safely and effectively use and operate hand tools, mechanical equipment, power tools, and related equipment required for the work.
- Perform routine equipment maintenance.
- Follow department policies and procedures related to assigned duties.
- Maintain detailed and accurate records.
- Operate modern office equipment including computer equipment and specialized software applications programs.
- Use English effectively to communicate in person, over the telephone and in writing.
- Use tact, initiative, prudence, and judgment within well-defined policy and procedural guidelines.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be

Meter Technician I/II: Equivalent to the completion of the twelfth (12th) grade.

Meter Technician I: One (1) year of experience in the maintenance or repair of water meters or a related mechanical maintenance field, including experience involving public contact and interaction.

Meter Technician II: Three (3) years of experience in the maintenance or repair of water meters or a related mechanical maintenance field, or one (1) year of experience equivalent to the Meter Technician I at the District.

Licenses and Certifications:

- Possession of, or ability to obtain, a valid California Driver's License by time of appointment.
- Possession of, and ability to maintain, a valid Grade I Water Distribution Operator Certificate issued by the State Water Resources Control Board

Meter Technician II, in addition to the above:

- Possession of a valid Backflow Prevention Assembly Tester Certificate, issued by the American Water Works Association (AWWA) or similar credible institution.
- Possession of a valid Cross-Connection Control Specialist Certificate, issued by the AWWA or similar credible institution.

PHYSICAL DEMANDS

Must possess mobility to work in the field; strength, stamina and mobility to perform medium to heavy physical work, to work in confined spaces, around machines and to climb and descend ladders, and

operate varied hand and power tools and construction equipment; to operate a motor vehicle and visit various District sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone or radio. The job involves fieldwork requiring frequent walking of long distances in operational areas to identify problems or hazards. Finger dexterity is needed to access, enter and retrieve data using a computer keyboard or calculator and to operate above-mentioned tools and equipment. Positions in this classification bend, stoop, kneel, reach and climb to perform work and inspect work sites. Employees must possess the ability to lift, carry, push, and pull materials and objects weighing up to 50 pounds and heavier weights with the use of proper equipment.

ENVIRONMENTAL ELEMENTS

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, and hazardous physical substances and fumes. Employees may interact with upset staff and/or public and private representatives, and contractors in interpreting and enforcing departmental policies and procedures.