VALLECITOS WATER DISTRICT

METER SERVICE WORKER I/II

DEFINITION

Under general supervision, performs meter reading; inspection, repairs, installation, and programming on .75” – 2” water meters; and provides customer service related to meter reading and billing; performs related duties as required.

CLASS CHARACTERISTICS

Meter Service Worker I is the entry level class in this series. Initially under close supervision, incumbents learn and perform meter reading, meter repair, and customer service work.

Meter Service Worker II is the skilled, journey-level class in this series. Under general supervision, incumbents perform the full range of assigned duties. This class is distinguished from Meter Service Supervisor, which has responsibility for the operation of the Meters department.

ESSENTIAL FUNCTIONS

Essential functions include, but are not limited to, the following:

- Reads meters on an assigned route, loads and unloads reading and route information from main frame computer to laptop, enters readings into laptop, re-reads meters as necessary;
- Troubleshoots problems related to electronic registers (ER), radio transponder (MXU), electronic meters; reprograms antennas; diagnoses and identifies signal malfunctions from main frame computer to laptop; program ER software to connect with MXU; programs MXU with correct cycle reading information;
- Install appropriate vehicle transceiver unit (VXU) and vehicle gateway base (VGB) station software; understands procedure and programs functions related to VXU and VGB; Investigates unusual readings and customer complaints regarding high bills, water pressure, pressure regulators settings and replacement and related problems; resolves problems or prepares work orders for follow-up;
- Inspects meters and lines for damage or leaks; installs, programs, troubleshoots, and exchanges water meters and radio transponder devices; sets GPS coordinates for new meters; replace valves; repair minor leaks; replace gaskets, meter lids, and meter boxes; repair or replace pressure regulators; adjust pressure to an appropriate psi; reports inoperative or damaged meters, bypassed meters, and related problems; clears or reports meters obstructed by landscaping;
- Utilizes reading software; retrieve data log information; program digital readers on water smart meters
- Turns services on and off as required; prepares incident reports;
provides information to customers or refers to others as appropriate; collects stop and start meter reads; locks meters for non-compliance; maintains good public relations; notifies customers as required, including for emergency or scheduled shutdowns;

- Operates assigned vehicles skillfully and safely; inspects and fuels vehicles; tracks parts and materials for truck inventory; reports the need for repairs and service; observes safe driving practices; operates and maintains a wide variety of hand and power tools and equipment related to work assignments;
- Prepares a variety of records and reports related to the work, including re-reads, no response list, service calls, inventory requests and reports, and meter exchanges; prepares work orders as necessary;
- Under supervision, enters information into utility billing system, including meter exchanges, register exchanges, and usage estimates;
- Operates copiers and a variety of office equipment;
- Performs duties in a professional manner and works well with others or in a team setting;
- Establish and maintain cooperative working relationships with co-workers, outside agencies, and the public;
- Regular attendance and adherence to prescribed work schedule to conduct job responsibilities;
- Observes safe work practices and safety methods; performs other duties as assigned.

QUALIFICATIONS GUIDELINES

Knowledge, Skills, and Abilities

Knowledge of:
- Common water utility billing procedures;
- Methods and techniques of reading water meters; basic operation of water meters; methods and techniques of troubleshooting meters, installing and replacing meters, and repairing minor leaks;
- Techniques of effectively dealing with the public;
- Safe work methods and safety precautions related to the work;
- Basic business arithmetic;
- Computer applications related to the work.

Ability to:
- Communicate clearly and concisely, both orally and in writing; understand and carry out written and oral directions; understand, explain, and apply policies and procedures;
- Read gauges and meters accurately; identify meter irregularities and recommend how to correct; diagnose malfunctions and repair meters;
- Deal tactfully and courteously with the public, often in difficult or strained circumstances; establish and maintain effective relationships with the community at large;
- Work independently;
- Maintain and keep accurate records;
- Follow safe work practices and work safely;
- Perform mathematical computations such as addition, subtraction, multiplication, and division;
- Follow an assigned meter reading route in a prescribed period;
- Read and interpret maps and plans;
- Operate a computer and hand-held meter reading device.

Education & Experience
Any combination of education or experience that would likely provide the necessary knowledge and abilities is qualifying. A typical way to obtain these knowledge and abilities would be: high school graduation or equivalent, and:

- **Meter Service Worker I**: six months’ experience in route and/or delivery work, customer service, and basic computer skills is desirable.
- **Meter Service Worker II**: One year of experience in reading or servicing utility meters at a level equivalent to the District’s Meter Service Worker I.

**Licenses, Certificates, and Special Requirements**

- Possession of, or ability to obtain, a Class C California driver’s license, and a satisfactory driving record;
- Possession of a State Water Resources Control Board Water Distribution Grade 1 certification is desirable.

**PHYSICAL DEMANDS AND WORK ENVIRONMENT**

The physical demands and work environment described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Employees may be required to wear and/or use personal protective and other safety equipment. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to use hands and fingers to grasp and feel or operate objects, tools, or controls and reach with hands and arms. The employee frequently is required to walk, stoop, kneel, crouch, stand; and talk or hear. The employee is occasionally required to sit, climb, or balance. The employee must frequently lift and/or move from 10 to 25 pounds and occasionally lift and/or move from 50 to 100 pounds. Specific vision abilities required by this job include close, distance, color, and peripheral vision; depth perception; and the ability to adjust focus.

While performing the duties of this job, the employee regularly works in outside weather conditions. The employee frequently is exposed to wet and/or humid conditions, stinging and biting insects, and hostile dogs. The employee occasionally works in high, precarious places and is occasionally exposed to fumes or airborne particles, toxic or caustic chemicals, and risk of electrical shock. The noise level in the work environment will range from moderate to very loud.

I have reviewed this Job Description with my Supervisor and agree with its contents.

______________________________________________________________________
Employee Signature  Date

______________________________________________________________________
Supervisor Signature  Date

*The specific statements shown in each section of this job description are not intended to be all-inclusive. They represent typical elements and criteria necessary to successfully perform the job.*