



## Lead Meter Services Operator

Department/Division:	Operations/Distribution
Reports to:	Chief Water Systems Operator - Distribution & Meter Services
Provides Direction to:	Assigned Staff
FLSA Exempt Status	Non-Exempt
Effective Date:	12/19/2024

### GENERAL PURPOSE

Under general supervision, leads and performs work in the installation, testing, maintenance, repair, replacement and reading of District meters and related equipment; provides customer service and responds to service-related calls, such as reported leaks, low water pressure, and turning services on and off. Every operator is required to serve on a rotating shift and serve “on call” with a District cell phone after hours, weekends and holidays.

### DISTINGUISHING CHARACTERISTICS

This first level working supervisory-level class exercises independent judgment on diverse and specialized work involved in meter services and performs a variety of complex duties related to the installation, testing, diagnosis, repair, replacement and reading of District meters and related equipment. Incumbents are responsible for assigned work crew and direct, oversee, and perform the more complex work assigned to their crews, but are also responsible for direct supervisory responsibilities such as ensuring work quality, addressing staff performance, developing and delivering performance evaluations, and overseeing the training, development, and safety of the employees assigned to their work crews. Incumbents are responsible for providing technical level support to higher level supervisory and management staff in a variety of areas. Work is typically reviewed upon completion for soundness, appropriateness, and conformity to policy requirements.

### ESSENTIAL FUNCTIONS

*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.*

- Leads and participates in reading water meters in an assigned area using handheld reading devices and/or an Automated Meter Reader (AMR). Responsible for providing the collected information to the Billing Department for processing.
- Installs, tests and calibrates new or replacement water meters and ensures they are registering properly; assigns sequencing number for new installations to place in right order on meter reading route.

- Replaces and/or repairs meter boxes.
- Participates in sequencing of routes.
- Instructs and directs lesser skilled workers in the proper performance of duties and provides input regarding their performance.
- Retrofits and replaces meters as part of meter replacement program; cleans in and around meter boxes; performs re-builds and routine maintenance on meters; repairs service line leaks, repairs meter leaks and replaces meter box lids.
- Repairs and replaces shut-off valves and angle valves; performs main line shutdowns with supervisor approval.
- Turns water service on and off for customers and hangs tags, both during normal working hours and after hours; explains District policy on late or non-payment of water bills.
- Responds to customer inquiries at their home or business, including answering questions regarding meter leaks, water pressure, water quality, or high consumption readings; performs water audits to assess water utilization patterns of customers.
- Inspects installation and operation of water meters at construction sites.
- Exercises safety precautions in the course of obtaining meter readings.
- Performs initial on-site inspection of suspected tampering or unauthorized use of water meter and reports such activity.
- Repairs and replaces shut-off valves.
- Maintains records of work performed.
- Provides training and guidance to lesser skilled workers in the proper performance of duties.
- Performs a variety of complex and highly skilled water system repairs and maintenance, as needed or assigned.
- Serves on a rotating shift and serves "on call" with a District cell phone after hours, weekends and holidays which fall within the assigned shift.
- District employees are expected to work overtime, weekends, evenings, and holidays as required to accommodate the District's needs and respond as a Disaster Emergency Service Worker.
- Cross-trains in other department job duties.
- Performs a variety of journey level skilled water systems repairs and maintenance as assigned.
- Maintains assigned District vehicle including servicing and periodic safety checks.
- Participates in District safety meetings.
- Performs other related duties, as assigned.

**QUALIFICATIONS GUIDELINES:****Knowledge of:**

- Methods and techniques of meter service operations, installation, repair and maintenance, including the use of automated systems.
- Distribution facilities, including mains, meters, hydrants and valves.
- Methods and techniques of investigating field service-related issues, such as high consumption rates.
- Basic traffic control procedures and traffic sign regulations.
- Operational characteristics of water meters and meter reading equipment.
- Automatic Meter Reading (AMR) equipment, software, and infrastructure.
- Basic mathematics.
- Safe work practices.
- Geography and street locations of the District.

- Routine record-keeping.
- Principles and practices of lead direction, work coordination and training.

**Ability to:**

- Provide lead direction, work coordination and training for lower level staff.
- Apply laws, regulations and district policies impacting the meter services functions.
- Provide effective customer service.
- Determine appropriate work methods and materials for assigned jobs.
- Communicate effectively verbally and in writing.
- Operate basic hand and power tools.
- Read water meters quickly and accurately, and turn on and off service.
- Perform routine to complex maintenance, diagnostics, repair, and calibration of water meters.
- Operate Automatic Meter Reading (AMR) equipment and software.
- Explain District policies to customers in a tactful and courteous manner.
- Effectively work both independently and as part of a team.

**Minimum Qualifications**

*Any combination of education, training, and experience that would likely provide the knowledge, skills, and abilities to successfully perform in the position is qualifying. A typical combination includes:*

**Education:** High School diploma or equivalent.

**And**

**Experience:** Four (4) years of experience in the installation, testing, maintenance, repair, replacement and reading of water meters equivalent to a Meter Services Operator III.

**Licenses, Certificates, Special Requirements**

Must possess an appropriate valid, Class "C" Driver's License issued by the California State Department of Motor Vehicles, and a good driving record.

Possession of SWRCB Certification as a Grade 3 Water Distribution Systems Operator.

Possession of SWRCB Certification as a Grade 2 Water Treatment Operator.

**PHYSICAL AND MENTAL DEMANDS**

*The physical and mental 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.*

While performing the duties of this classification, an incumbent is regularly required to stand; use hands and fingers to handle, or feel; talk and hear. The incumbent is frequently required to walk and to reach with hands and arms. The employee is frequently required

to sit, climb or balance and stoop, kneel, crouch or crawl. The incumbent must regularly lift and/or move up to ten (10) pounds, frequently lift and/or move up to fifty (50) pounds, and occasionally lift and/or move up to one-hundred (100) pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus. Work involves exposure to potential harm, infectious disease and hazardous chemicals including smoke, fumes, gas, treated water, high frequency noise, dirt, dust, grease, oil, chemicals, solvents and toxic agents. Incumbents need to be able to tolerate unpleasant odors, wet conditions and uncomfortable climate conditions.

***THIS POSITION MAY BE ELIMINATED, OR THE DUTIES, QUALIFICATIONS AND TRAINING REQUIRED CHANGED BY THE BOARD OF DIRECTORS AND/OR THE GENERAL MANAGER, WHEN IN THEIR JUDGEMENT, IT IS CONSIDERED NECESSARY AND PROPER FOR THE EFFICIENT OPERATION OF THE DISTRICT.***