



Meter Services Operator Assistant

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

GENERAL PURPOSE

Under close supervision, learns to install, test, maintain, repair, replace and read District meters and related equipment; assists with customer service and service-related calls, such as responding to reported leaks, low water pressure, and turning services on and off.

DISTINGUISHING CHARACTERISTICS

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.

This is the entry, training level in the Meter Services Operator classification series with incumbents performing a limited range of the less complex and specialized work related to meter services. Incumbents learn and perform a variety of duties related to the installation, testing, diagnosis, repair, replacement and reading of District meters and related equipment. Incumbents are required to demonstrate constant progress in learning and performing the work and must meet the educational and certification requirements to promote to Meter Services Operator I within two years from date of appointment. This classification is distinguished from the Meter Services Operator I in that the Assistant Meter Services Operator classification is a training level job, while the Meter Services Operator I is the working-level classification with incumbents possessing SWRCB certification.

ESSENTIAL FUNCTIONS

- Reads water meters in an assigned area using handheld reading devices and/or an Automated Meter Reader (AMR); provides the collected information to the Billing Department for processing.

- Assists with installing, testing, and calibrating new or replacement water meters and ensures they are registering properly; assigns sequencing number for new installations to place in the correct order on meter reading route.
- Assists in retrofitting and replacing 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.
- Assists in repairing and replacing shut-off valves and angle valves; performs main line shutdowns with supervisor approval.
- Assist in turning 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.
- Assists in inspecting installation and operation of water meters at construction sites.
- Exercises safety precautions in the course of obtaining meter readings.
- Assists in performing initial on-site inspection of suspected tampering or unauthorized use of water meter and reports such activity.
- Maintains assigned District vehicle including servicing and periodic safety checks.
- Participates in District safety meetings.
- Maintains prompt and regular attendance.
- Performs other related duties, as assigned.

QUALIFICATIONS GUIDELINES:

Knowledge of:

- Basic knowledge of distribution facilities, including mains, meters, hydrants and valves.
- Basic knowledge of cross-connection and backflow devices and practices for detecting contamination in the water system.
- Basic knowledge of operational characteristics of water meters and meter reading equipment.
- Knowledge of basic mathematics.
- Knowledge of, and ability to apply safe work practices.
- Knowledge of the geography and street locations of the District.
- Knowledge of routine record-keeping.

Ability to:

- Learn and apply laws, regulations and district policies impacting the meter services functions.
- Provide effective customer service.
- Communicate effectively verbally and in writing.
- Operate basic hand and power tools.
- Learn to read water meters quickly and accurately and turn on and off service.
- Learn and perform basic maintenance, diagnostics, repair, and calibration of water meters.
- Explain District policies to customers in a tactful and courteous manner.

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: Previous experience and/or education related to water meters, water treatment, and/or water distribution systems is desirable.

Licenses, Certificates, Special Requirements

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

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

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.

Physical Demands

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

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.