



METER SERVICE OPERATOR III

Department: Meters
Range:

FLSA Status: Non-Exempt
Effective Date: September 1, 2010

General Purpose

Under general direction of the Meter Supervisor, to install, test, maintain, repair and read water meters in an assigned area; to turn water service on and off; to perform a variety of other field tasks associated with customer service including interacting with customers regarding service issues or complaints; to perform a variety of water system repairs and maintenance; and to perform other related duties as required.

Distinguishing Characteristics

This is the advanced journey/lead level class in the Meter Service Operator series. Incumbents in this class perform the most complex and specialized work tasks with minimum supervision, while exercising broader discretion and independent judgment within established guidelines. Incumbents may have responsibility for crew assignments, route sequencing, safety, problem solving, work methods and training others. At this level, incumbents are expected to exhibit leadership qualities, to promote responsibility/ accountability among all department personnel, and to contribute to the District's safety program.

Essential Duties and Responsibilities

The duties and responsibilities listed below are intended to provide a representative list of the various types of work that may be performed. Specifications are not intended to reflect all duties performed within the job class, and incumbents may expect to perform other related similar duties.

- 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.
- Instructs and directs lesser skilled workers in the proper performance of duties and provides input regarding their performance.
- Maintains records of work performed.
- Participates in sequencing of routes.
- 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.

- 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 shut downs with supervisor approval.
- Turns water service on and off for customers and hangs tags, both during normal working hours and after hours; interprets and 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.
- Assists Engineering Department with underground service alerts.
- Performs a variety of complex and highly skilled water system repairs and maintenance, as needed or assigned.
- Serves “on call” on a rotating basis and remains subject to overtime with fellow field workers.
- Cross-trains in other department job duties.
- Maintains assigned District vehicle including servicing and periodic safety checks.
- Participates in District safety meetings.
- Performs other related duties, as assigned.

Qualifications

Knowledge of:

- District policies, rules, procedures and regulations related to customer service, meter reading, service and repairs.
- Water distribution facilities including mains, meters, hydrants and valves.
- Advanced water system maintenance and repair practices.
- Cross Connection Control practices for detection of contamination into the water system.

- Operational characteristics of water meters and meter reading equipment at an advanced journey level.
- Advanced principles and methods related to installing, removing, calibrating and testing the operation of water meters.
- Principles and practices of good customer service.
- Geography and street locations of the District.
- Routine record keeping.
- Basic mathematics.
- Safe work practices.

Ability to:

- Train lesser-skilled staff in water service and repair work.
- Determine work methods and materials for assigned jobs.
- Maintain accurate records of work performed.
- Read a variety of water meters quickly and accurately, and turn-on and off service.
- Perform advanced journey level general maintenance and calibration of water meters and learn to diagnose malfunctions.
- Explain District policies to customers, and deal with them in a tactful and courteous manner.
- Establish and maintain cooperative working relationships with customers under difficult conditions.
- Inspect water services and detect tampering or diversion.
- Perform advanced journey level, skilled, responsible water system maintenance duties.
- Repair, install, and maintain water mains, services, hydrants, meters and valves.
- Perform heavy physical labor.
- Communicate clearly and concisely.
- Understand and carry out oral and written instructions.
- Observe proper safety precautions.
- Work overtime as required.
- Operate a vehicle observing legal and defensive driving practices.

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:

A high school diploma or satisfactory equivalent, and

Experience:

A minimum of four (4) years of progressively responsible experience in customer service, meter service and/or distribution system operations with a public agency water system.

Necessary 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 a valid, Grade II Water Treatment Operator's Certificate, issued by the State Water Resources Control Board – Division of Drinking Water.

Possession of a valid, Grade III Water Distribution Operator's Certificate, issued by the State Water Resources Control Board – Division of Drinking Water.

Completion of one (1) semester of Cross-Connection/Backflow Prevention training.

Physical Tasks and Environmental Conditions

The physical demands described below are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions on a case-by-case basis.

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.

Article 3.306

Advancement in salary is not automatic. It should be considered a reward for meritorious service. The General Manager may authorize the advancement of an employee who has performed twelve (12) months continuous satisfactory service.

An employee who furthers his/her knowledge in the field or employment may become eligible for consideration of a salary review by the General Manager. The General Manager may authorize reimbursement to the employee for cost of tuition, registration fees, required text books, certification costs and other related charges upon proof of receiving a passing grade, and /or certificate, whichever may be appropriate or both.

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.