

METER SERVICE WORKER I
METER SERVICE WORKER II
METER SERVICE WORKER III

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job.*

DEFINITION

Under supervision (Meter Service Worker I) or general supervision (Meter Service Worker II), to perform a variety of duties in support of a water meter reading program; to read and record consumption on residential water meters; to maintain and repair water meters; to ensure quality customer service to City consumers; and to perform related duties as assigned.

CLASS CHARACTERISTICS

Meter Service Worker I – This is the entry-level class within the Meter Service Worker series. This class is distinguished from the Meter Service Worker II by the performance of the more routine tasks and duties assigned to positions within the series. Since this class is typically used as a training class, employees may have only limited or no directly related work experience.

Meter Service Worker II – This is the full journey level class within the Meter Service Worker series. Employees within this class are distinguished from the Meter Service Worker I by the performance of the full range of duties as assigned. Employees 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 Meter Service Worker III in that the latter possesses functional and technical expertise within the area of assignment and has a significant amount of customer contact to deal with and resolve problems. Positions in this class are flexibly staffed and are normally filled by advancement from the I level, once proficiency is demonstrated and the minimum requirements have been met. However, advancement is not based on time in grade but solely at the discretion of the Department Director and the organizational needs of the department. When filled from the outside at this level, incumbents must have considerable prior experience.

Meter Service Worker III - This is the advanced journey level class in the Meter Service Worker series. Positions at this level are distinguished from other classes within the series by the level of responsibility assumed and the complexity of duties assigned. Employees have the ability to perform the most difficult and responsible duties of the work unit, including duties requiring significant public contact. Employees also have the ability to work independently in an area of assignment. This position is distinguished from the Senior Meter Service Worker in that the latter serves in a working lead capacity and provides lead direction and training to lower lever staff. Employees at this level are required to be fully trained in all procedures related to assigned area of responsibility. Positions in this class are flexibly staffed and are normally filled

by advancement from the II level, once proficiency is demonstrated and the proper certifications have been met. However, advancement is not based on time in grade but solely at the discretion of the Department Director and the organizational needs of the department. When filled from the outside at this level, incumbents must have considerable prior experience.

EXAMPLES OF DUTIES - *Examples of duties performed by employees in this class may not include all required duties, nor are all listed tasks necessarily performed by everyone in this class.*

Interprets water meter readings and records consumptions in a handheld computer; investigates unusually high/low consumption rates; inspects meters and connections for damage, defects and unauthorized connections; makes minor field repairs; replaces damaged meter boxes and lids; cleans out meter boxes and registers; seals meters; installs, repairs or exchanges water meters; initiates or terminates water services as requested; notifies customers of water turn-off due to non-payment; answers inquires regarding services; investigates and resolves consumer complaints; tests meters to determine accuracy of operation or to locate leaks; conducts pressure and flow tests; tags doors of residents with delinquent accounts; assists with large meter repairs as necessary; shuts down street valves for emergency repairs; picks-up and delivers water department mail as assigned.

MINIMUM QUALIFICATIONS

METER SERVICE WORKER I

Knowledge of:

- Principles and practices of customer service.
- Basic mathematical principles.
- Principles and practices of record keeping.

Ability to:

- Learn operations, services and activities of a meter reading program.
- Learn methods, techniques, tools, equipment and materials used in meter reading.
- Learn City geography and location of meters.
- Learn occupational hazards and standard safety practices.
- Learn pertinent Federal, State and local laws, codes and regulations.
- Learn to read and record water meter readings accurately.
- Learn to identify and report meter discrepancies or malfunctions.
- Learn to interpret, explain and enforce department policies and procedures.
- Learn to perform routine maintenance on meters.
- Learn to assess readings to determine consumption discrepancies.
- Perform basic mathematical calculations with speed and accuracy.
- Use hand and light power tools.
- Maintain good customer relations with consumers.
- Maintain accurate records.
- Work independently in the absence of supervision.
- Understand and follow oral and written instructions.
- Communicate clearly and concisely, both orally and in writing.
- Establish and maintain effective working relationships with those contacted in the course of work.

Experience and Training

Experience: No specific training is required.

Training: Equivalent to the completion of the twelfth grade.

License or Certificate: Possession of an appropriate, valid driver's license.

METER SERVICE WORKER II

In addition to the qualifications for Meter Service Worker I:

Knowledge of:

- Operations, services and activities of a meter reading program.
- Methods, techniques, tools, equipment and materials used in meter reading.
- City geography and location of meters.
- Occupational hazards and standard safety practices.
- Pertinent Federal, State and local laws, codes and regulations.

Ability to:

- Read and record water meter readings accurately.
- Identify and report meter discrepancies or malfunctions.
- Interpret, explain and enforce department policies and procedures.
- Perform routine maintenance on meters.
- Assess readings to determine consumption discrepancies.

Experience and Training

Experience: Two years meter reading experience.

Training: Equivalent to the completion of the twelfth grade.

License or Certificate: Possession of an appropriate, valid driver's license.

METER SERVICE WORKER III

In addition to the qualifications for Meter Service Worker II:

Ability to:

- Use hand and light power tools.
- Perform more advanced mathematical calculations with speed and accuracy.

Experience and Training

Experience: Three years of meter reading experience.

Training: Equivalent to the completion of the twelfth grade supplemented by specialized water works courses, including specialized training in the maintenance and repair of water distributions systems.

License or Certificate:

- Possession of an appropriate, valid driver's license.
- Possession of State of California water Distribution Grade II Certificate.

WORKING CONDITIONS

Environmental Conditions: Field environment; travel from site to site; exposure to noise, dust, smoke, fumes, gases and inclement weather; extensive public contact.

Physical Conditions: Essential functions may require maintaining physical condition necessary for walking, standing, sitting and bending for prolonged periods of time; moderate or light lifting and carrying; operating motorized equipment.