



## POSITION DESCRIPTION

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**TITLE: METER READER/TECHNICIAN I AND II**

**REPORTS TO:** Accounting Supervisor

**GRADE:** 2, 3

**FLSA:** Non-exempt

**CONFIDENTIAL:** No

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**SUPERVISORY RESPONSIBILITIES**

**DIRECT:** None\*

**INDIRECT:** None

*\*Meter Reader/Technician II provides some technical guidance to the Meter Reader/Technician I.*

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### MINIMUM QUALIFICATION REQUIREMENTS

Unless required by law, experience and education may be substituted for each other upon approval by the General Manager or their designee. Certifications required by law for the position must be obtained within first year in the position. A State of California Water Distribution Operator D1 certification is required by law for these positions.

**EDUCATION:** High School diploma or equivalent; valid California driver's license and proof of insurability; Standard First Aid and CPR certifications are required.

**EXPERIENCE:**

**Level I:** A State of California Water Distribution Operator D1 certification is required; use of hand tools, basic maintenance skills, ability to effectively utilize a calculator, and personal computer and peripherals are required.

**Level II:** In addition to skills required in Level I, a minimum of three years experience installing, reading and repairing manual or automatic radio water meters; State of California Water Distribution Operator D2 certification; comprehensive knowledge of hand held micro-computer; water safety procedures; good communication skills to handle customer inquiries and proficient mechanical skills are required. A Water Technology Certification is desirable.

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### CONTACT RESPONSIBILITY

**INTERNAL:** Interaction with Supervisor to receive general work assignments and address administrative issues; other OMWD personnel to discuss and resolve technical and billing issues; customer service and front desk personnel to coordinate assignments; all other District personnel as required.

**EXTERNAL:** Interaction with contractors to discuss water meter requirements, locate meters and resolve related issues; general public to answer water meter questions/resolve problems; public officers to assist on water meter issues.

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### PHYSICAL REQUIREMENTS

Ability to walk long distances; climb steep hills and ladders; may on an infrequent basis assist with lifting up to 100 pounds; tolerate frequent bending and stooping; operate a hand held micro-computer, personal computer and peripherals; and utilize small hand tools. Good hearing, eyesight and speech. Good verbal

and written communication skills are necessary.

***These positions require the ability to work extended hours and weekends.***

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### ENVIRONMENTAL CONDITIONS

When working outdoors, work is performed in all types of weather. Subject to: noisy conditions, odors, contact with animals and insects, hazardous traffic conditions, confined spaces, variable weather conditions, possible exposure to heavy equipment, dust, and fumes. Wears protective clothing as required. When working indoors, work is performed in an office environment with lighting and ventilation. Subject to conversational noise from other personnel within the facility; standard background noise found in an office environment and exposure to a computer screen. Appropriate personal safety equipment is provided.

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### DETAILED DUTIES AND RESPONSIBILITIES - ESSENTIAL FUNCTIONS

This at will position responsibilities include reading water meters, completing reports as necessary and fulfilling service requests and maintenance needs. The ability to interact successfully in a team environment; the ability to proactively troubleshoot and solve problems; a working knowledge and understanding of District safety rules and regulations, as well as active participation in the District's safety programs is necessary. Supports the District Strategic Plan and Mission Statement by committing to provide excellent services to District's customers. Participates in District training events and meetings. Assures operations are within budgetary guidelines. Effectively utilizes District resources. Demonstrates ability to organize and manage competing priorities. Reliable and stable attendance is required. Level I Meter Readers/Technicians work under close or general supervision. Level II Meter Readers/Technicians work independently with minimal supervision.

The following tasks are typical for this classification. Incumbents may not regularly perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business or staffing needs and changing business practices as defined by the General Manager.

<b>% TIME</b>	<b>TASKS</b>
<b>LEVEL</b>	
<b>I</b>	<b>II</b>
<b>55%</b>	<b>20%</b>
	Reads water meters manually and electronically via remote read equipment in assigned area including: <ul style="list-style-type: none"><li>• Loading, unloading and completing reading journals.</li><li>• Locating, reading and recording meter information.</li><li>• Analyzing water usage variance; determining causes for variances shown on exception reports.</li><li>• Supporting the meter maintenance department with various AMR (automated meter reading) trouble shooting problems.</li><li>• Assisting with meter maintenance.</li></ul>
<b>25%</b>	<b>35%</b>
	Responds to customer service requests including: completing service request assignments, handling high bill complaints, hanging and sending customer notices, helping resolve reading issues, and supports the customer service-billing department with various customer issues. Coordinates with other personnel, as needed.
<b>10%</b>	<b>20%</b>
	Performs administrative requirements of the position <ul style="list-style-type: none"><li>• Completes daily read report as necessary.</li><li>• Assists other departments with the preparation of various reports.</li><li>• Plans monthly reading schedule.</li></ul>

**0%**    **15%**    Provides technical guidance to Meter Reader/Technician I.

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**DETAILED DUTIES AND RESPONSIBILITIES - NON-ESSENTIAL FUNCTIONS**

**10%**    **10%**    Performs all related duties as assigned.