

## **METER TECHNICIAN I**

### Definition:

Under general supervision, employees in this class are assigned to Meter Services duties. In addition, could be trained to complete meter repair, meter replacement, service changes, and route assignment.

### Distinguishing Characteristics:

This position is distinguished from the Meter Technician II by the performance of the more routine tasks and duties. This position requires extensive walking (sometimes over rough terrain), bending, squatting, twisting, reaching, lifting (occasionally up to 50+ pounds) and the work is outdoors in both hot and cold temperatures and inclement weather including rain and snow; driving an Agency vehicle and interacting with customers and others on a one-to-one basis and in groups.

### Examples of Duties:

- read all Agency meters, bi-monthly and monthly schedules, records readings, assist customers with inquiries, verify questionable reads, detects and reports unusual meter conditions, assist with outage notification and perform meter maintenance;
- assist with selection of meters for replacement, replaces meter boxes and lids and repair minor meter and leaks within meter box, install risers;
- arrange for complex meter repair;
- schedule and complete route assignments;
- assist customers with various inquiries such as read verification, pressure tests, difficult meter access and/or location;
- assist other departments in meter location and outage notification;
- may assist the Customer Services Department answering phones, processing applications for service changes and disconnects;
- accept payments;
- do cash collections;
- prepare collection notices;
- lock off services, operate personal computer;
- prepare correspondence and, perform related work as required.

### Qualifications:

#### Knowledge of:

- basic math;
- safe working practices;

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- geographical location of area;
- tools and methods of small mechanical repairs;
- principles of water measurement and flows;
- repairing and testing of meters
- water industry materials and fittings.

### Ability to:

- deal professionally and courteously with the public;
- plan and organize route assignment and workload schedule;
- have clean, legible handwriting;
- use sound judgment and consider all factors before reaching decisions;
- perform customer service duties;
- read and understand maps;
- interpret Agency rules, regulations and policies;
- keep accurate accounting records and perform satisfactorily with minimal supervision.

### Education/Experience:

Sufficient education, training and experience to demonstrate the knowledge and abilities listed above. These would normally be acquired by completion of high school or equivalent, plus at least one year experience as a meter technician, or in a trade environment such as plumbing or construction, or one year public contact experience.

### License/Certificates:

Must possess and maintain a valid California driver's license with an acceptable driving record.