

## **METER TECHNICIAN II**

### Definition:

Under minimal supervision, employees in this class are assigned to Meter Services duties, meter reading, meter repair and replacement, water use efficiency activities.

### Distinguishing Characteristics:

This position is a full journey-level class within the Meter Technician series. Employees within this class are distinguished from the Meter Technician I by years of experience and by the demonstration and performance of the full range of duties in the Customer Services Department. They receive immediate supervision from higher level lead/supervisory staff. Employees at this level receive only occasional instruction or assistance as new or unusual situations arise, and are fully aware of the operating policies and procedures of the department. This class is flexibly staffed with Meter Technicians and promotion is based on initiative, acquired skills, and sustained quality performance of higher level assignments in the department. 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:

- all the duties of a Meter Technician I;
- may test, repair and replace meters, perform residential and commercial landscape water surveys/audits at various field locations;
- conduct public outreach activities designed to promote water efficiency;
- may participate in school classroom presentations, presentations to civic groups, commercial and industrial groups;
- prepare and present monthly data reports;
- order supplies;
- update and assign new meter route assignments;
- assist with the training of Meter Technicians;
- assist with annual budget for meter reading, meter replacement and water use efficiency programs;
- perform related work as required.

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### Qualifications:

#### Knowledge of:

- basic math;
- safe working practices;
- geographical location of area;
- tools and an in-depth knowledge of the methods of small mechanical repairs;
- principles of water measurement and flows;
- repairing and testing of meters;
- collection laws;
- water industry materials and fittings;
- billing practices and procedures;
- must have considerable knowledge of all Agency operations, facilities, policies and procedures, and other related federal, state and local laws;
- required to use considerable independent judgment and problem solving to investigate, resolve and/or process customer inquiries.

#### Ability to:

- all the abilities of a Meter Technician I;
- train others and monitor training follow-up;
- prepare procedure and training outlines and assist and review the work of new employees;
- plan and organize route assignment and workload schedule;
- interpret and utilize county parcel maps and Agency system maps;
- perform difficult mathematical calculations quickly and accurately;
- understand, interpret and communicate the Agency rules, regulations, rates and charges, and the principles and procedures involved in the area of assignment.

#### Education/Experience:

Sufficient education, training and experience to demonstrate the knowledge, skills and abilities listed above. These would normally be acquired by completion of high school or equivalent, and three years experience as a Meter Technician I or Customer Services Representative I with PCWA, or three years of progressively more responsible experience in water conservation, measurement, and customer service or water education programs.

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License/Certificates:

Must possess and maintain a valid California driver's license with an acceptable driving record. May be required to possess an AWWA Water Conservation Practitioner Level 1 certificate or equivalent.