



WATERWORKS METER READER

*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.*

SUMMARY DESCRIPTION

Under supervision, performs a variety of duties in support of a water meter reading program; reads residential and commercial water meters; ensures quality customer service to City consumers; and performs minor water meter maintenance.

REPRESENTATIVE DUTIES

The following duties are typical for this classification. Incumbents may not 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 needs and changing business practices.

1. Read residential and commercial water meters with computerized hand held machine; read meters manually as necessary; record readings making necessary calculations.
2. Assist with field testing of customer meters for accuracy.
3. Perform minor field repairs; replace damaged meter boxes and lids; clean out meter boxes; check for meter leaks.
4. Examine meters for signs of tampering and report inoperative, leaking, malfunctioning or damaged meters and registers.
5. Perform customer service duties including service turn-ons and turn-offs, re-reading meters to resolve complaints, and hanging door hangers; notify customers of water interruptions and of the type of work to be performed.
6. Locate water meters for work and construction crews.
7. Read and maintain fire-checks and backflows for emergency fire systems of commercial buildings.
8. Install and repair wire harnesses as needed.
9. Perform related duties as required.

QUALIFICATIONS

The following generally describes the knowledge and ability required to enter the job and/or be learned within a short period of time in order to successfully perform the assigned duties.

Knowledge of:

Operational characteristics of meter reading devices and related tools and equipment.
Uses and purposes of general construction tools and equipment.
Principles and practices of customer service.
Basic mathematical principles.
Principles and practices of record keeping.
Occupational hazards and standard safety practices.

Ability to:

Read and record water meter readings.
Learn City geography and location of meters.
Learn water rates and billing rules.

Learn conditions and situations that indicate meter failure.
Operate a variety of equipment and tools in a safe and effective manner.
Maintain good customer relations with consumers.
Make basic mathematical computations rapidly and accurately.
Maintain accurate records.
Work independently in the absence of supervision.
Understand and carry out 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.

Education and Experience Guidelines - Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Education/Training:

Equivalent to completion of the twelfth grade.

Experience:

Some experience reading, maintaining, and repairing/replacing water meters is desirable.

License or Certificate:

Possession of, or ability to obtain, an appropriate, valid driver's license.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT

The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.

Environment: Office and field environment; travel from site to site; work with and in water; work on slippery and uneven surfaces; work around traffic; exposure to noise, dust, heat and inclement weather conditions.

Physical: Sufficient physical condition to perform moderate to heavy lifting; bending, stooping, kneeling, and crawling; walking and standing for prolonged periods of time; operating motorized equipment and vehicles.

Vision: See in the normal visual range with or without correction; vision sufficient to read computer screens and printed documents and to operate equipment.

Hearing: Hear in the normal audio range with or without correction.

Adopted: December 2003
Johnson & Associates

Revised: December 2013, July 2016