



## Meter Services Operator I

Department/Division:	Operations/Distribution
Reports to:	Chief Water Systems Operator -Distribution & Meter Services
Provides Direction to:	N/A
FLSA Exempt Status	Non-Exempt
Effective Date:	12/19/2024

### GENERAL PURPOSE

Under general supervision, installs, tests, maintains, repairs, replaces and reads District meters and related equipment; provides customer service and responds to service-related calls, such as reported leaks, low water pressure, and turning services on and off.

### DISTINGUISHING CHARACTERISTICS

This is the first working level in the Meter Services Operator classification series with incumbents performing work of average complexity related to meter services. Incumbents perform a variety of duties related to the installation, testing, diagnosis, repair, replacement and reading of District meters and related equipment. Incumbents are required to demonstrate constant progress in learning and performing the work and must meet the educational and certification requirements to promote to Meter Services Operator II. The Meter Services Operator I is distinguished from the Meter Services Operator Assistant in that the Meter Services Operator Assistant is the training level, while the Meter Services Operator I is the first working level. The Meter Services Operator I is distinguished from the Meter Services Operator II in that the Meter Services Operator II is the second working-level classification performing a wider-range of meter services functions which require a greater level of certification.

### ESSENTIAL FUNCTIONS

*The duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the class.*

- Performs a variety of field customer service functions related to assisting customers with service inquiries and requests dealing with the inspection, diagnoses, maintenance, repair, servicing, and installation of water meters. Performs meter repairs and reports illegal water usage.
- Reads water meters in an assigned area using handheld reading devices and/or an Automated Meter Reader (AMR); reads AMR and/or Automated Meter Infrastructure (AMI) meters manually when required; provides the collected information to the Billing Department for processing.

- Installs, inspects, tests and calibrates new or replacement water meters and ensures they are registering properly; assigns sequencing number for new installations to place in the correct order on meter reading route.
- Repairs and replaces meter boxes.
- Retrofits and replaces meters as part of meter replacement program; cleans in and around meter boxes; performs re-builds and routine maintenance on meters; repairs service line leaks, repairs meter leaks and replaces meter box lids.
- Repairs and replaces shut-off valves and angle valves; performs main line shutdowns with supervisor approval.
- Turns water service on and off for customers and hangs tags, both during normal working hours and after hours; explains District policy on late or non-payment of water bills.
- Responds to customer inquiries at their home or business, including answering questions regarding meter leaks, water pressure, water quality, or high consumption readings; performs water audits to assess water utilization patterns of customers.
- Performs initial on-site inspection of suspected tampering or unauthorized use of water meter and reports such activity.
- Repairs and replaces shut-off valves.
- Performs a variety of semi-skilled water system repairs and maintenance, as needed or assigned.
- District employees are expected to work overtime, weekends, evenings, and holidays as required to accommodate the District's needs and respond as a Disaster Emergency Service Worker.
- Cross-trains in other department job duties.
- Maintains assigned District vehicle including servicing and periodic safety checks.
- Participates in District safety meetings.
- Performs other related duties, as assigned.

### **QUALIFICATIONS GUIDELINES:**

#### **Knowledge of:**

- Methods and techniques of meter service operations, installation, repair and maintenance, including the use of automated systems.
- Distribution facilities, including mains, meters, hydrants and valves.
- Methods and techniques of investigating field service-related issues, such as high consumption rates.
- Basic traffic control procedures and traffic sign regulations.
- Codes, specifications, ordinances, and regulations pertaining to meter service repair.
- Operational characteristics of water meters and meter reading equipment.
- Basic mathematics.
- Safe work practices.
- Geography and street locations of the District.
- Routine record-keeping.

#### **Ability to:**

- Apply laws, regulations and district policies impacting the meter services functions.
- Provide effective customer service.
- Communicate effectively verbally and in writing.
- Operate basic hand and power tools.
- Read water meters quickly and accurately and turn on and off service.
- Perform routine maintenance, diagnostics, repair, and calibration of water meters.

- Explain District policies to customers in a tactful and courteous manner.

**Minimum Qualifications**

*Any combination of education, training, and experience that would likely provide the knowledge, skills, and abilities to successfully perform in the position is qualifying. A typical combination includes:*

**Education:** High School diploma or equivalent.

**And**

**Experience:** One (1) year of experience performing meter service/repair equivalent to a Meter Services Operator Assistant.

**Licenses, Certificates, Special Requirements**

Must possess an appropriate valid Class “C” Driver’s License issued by the California State Department of Motor Vehicles, and a good driving record.

Possession of SWRCB Certification as a Grade 2 Water Distribution Systems Operator.

**PHYSICAL AND MENTAL DEMANDS**

*The physical and mental demands described here are representative of those that must be met by employees to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

While performing the duties of this classification, an incumbent is regularly required to stand; use hands and fingers to handle or feel; talk and hear. The incumbent is frequently required to walk and to reach with hands and arms. The employee is frequently required to sit, climb or balance and stoop, kneel, crouch or crawl. The incumbent must regularly lift and/or move up to ten (10) pounds, frequently lift and/or move up to fifty (50) pounds, and occasionally lift and/or move up to one hundred (100) pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus. Work involves exposure to potential harm, infectious disease and hazardous chemicals including smoke, fumes, gas, treated water, high frequency noise, dirt, dust, grease, oil, chemicals, solvents and toxic agents. Incumbents need to be able to tolerate unpleasant odors, wet conditions and uncomfortable climate conditions.

***THIS POSITION MAY BE ELIMINATED, OR THE DUTIES, QUALIFICATIONS AND TRAINING REQUIRED CHANGED BY THE BOARD OF DIRECTORS AND/OR THE GENERAL MANAGER, WHEN IN THEIR JUDGEMENT, IT IS CONSIDERED NECESSARY AND PROPER FOR THE EFFICIENT OPERATION OF THE DISTRICT.***

