

METER TECHNICIAN

General Statement of Duties

Performs field clerical and trades work in reading water meters, semi-skilled to skilled work in service connects and disconnects, repairing or replacing meters and customer service work assisting customers with issues related to utility usage and meters.

Distinguishing Features of the Class

An employee in this class reads all water meters for the Town. Duties include locating and reading meters, replacing radio read equipment, meters and meter boxes and associated equipment; working with utility billing staff to receive service order requests for connection and disconnection, rereads, leak detection, tampering or other theft-related issues and keeping records of meter reads and testing meters for accuracy. Work also includes assisting with repair of water and sewer lines. The employee also takes calls for service for a short period after department staff leave. The employee is subject to on-call work for after hours and emergency repair and is subject to working in both inside and outside environments and exposed to hazards of various kinds including cold, heat, animals, insects, electronic current, noises, vibration moving mechanical parts, chemicals, fumes, odors, dusts, mists, gases, and oils. Work is also subject to the final standards of OSHA on bloodborne pathogens. Work is performed under regular supervision and evaluated based on observation, complaint activity, accuracy of readings taken, work order execution and completeness of gathered information.

Duties and Responsibilities

Essential Duties and Tasks

Locates and uses computer, handheld meter reading device and manually to read water meters and record consumption; installs meters; tests meters for accuracy and leaks; reports defects and leaks.

Answers public questions about high utility usage and possible leaks and about bills; responds to customer inquiries and instructs customers in the proper reading of meters.

Works with utility billing staff to receive work orders to turn water service on and off, to re-read meters, investigate leaking meters or tampering and theft-related issues and to investigate possible reasons for high water usage.

Tests and installs meters; gives guidance to contractors on where to place water meters.

Keeps records of meters read and reports meters not accessible for reading.

Checks to see that meters are correctly installed and functioning properly; replaces and repairs defective meters.

Participates in water and sewer line repairs' assists with laying pipe and adjusting to proper grade and depth; may act as flagger for traffic control.

Unstops sewer lines with pressure machines, vacuum machines, rodding machines or hand tools.

Works alone for short periods at end of workday to take calls for service and assist with emergency repairs.

Additional Job Duties

Performs related duties as required.

Recruitment and Selection Guidelines

Knowledge, Skills, and Abilities

Considerable knowledge of the hazards involved in reading meters and associated safety precautions.

Knowledge of street layout and meter locations in Town.

Knowledge of the functional operation and minor repair of water meters.

Knowledge of utility customer service policies and billing procedures.

Knowledge of methods and tasks involved with the installation, maintenance and repair of utility lines and appurtenances.

Knowledge of the municipal water and sewer service policies and procedures.

Skill in the operation of construction equipment used in the work.

Ability to deal courteously and effectively with the public.

Ability to walk for continuous periods under varying climate conditions.

Ability to read and record meter readings accurately.

Ability to make mathematical calculations accurately.

Ability to read utility line maps and operation service manuals to understand and follow oral and written instructions.

Ability to establish and maintain effective working relationships with supervisors, co-workers, contractors and the public.

Ability to operate technology used in the work and prepare and maintain records of work activities.

Ability to work independently in performing work tasks.

Physical Requirements

Must be able to physically perform the basic life operational functions of climbing, balancing, stooping, kneeling, crouching, reaching, standing, walking, pulling, lifting, fingering, feeling, talking, hearing and grasping.

Must be able to perform heavy work exerting up to 100 pounds of force occasionally; up to 50 pounds of force frequently; and up to 20 pounds of force constantly to move objects.

Must possess the visual acuity to operate a vehicle, read and record numbers, visually inspect meter readings, to install and perform repairs on meters.

Desirable Education and Experience

Graduation from high school and some meter reading or utility maintenance experience; or an equivalent combination of education and experience.

Special Requirement

Possession of valid North Carolina driver's license and obtain a CDL (Commercial Driver's License) within six months of hire date.

Ability to obtain Collection, Distribution and Well certifications within time period established by the department.