



Meter Service Technician

DEFINITION

Under general supervision, performs skilled work in the repair, maintenance, replacement, testing and calibration of several styles of water meters and hydrants; and performs related work as required.

DISTINGUISHING CHARACTERISTICS

This is a journey level classification responsible for performing the more complex repairs of several styles of water meters and hydrants. The duties of the classification are divided between field and shop activities. Incumbents handle customer issues; conduct field investigations; perform inspections; test and repair complex meters; and install several styles of meters and hydrants. This position may perform Senior Meter Reader and Repair Worker duties and/or act as the department supervisor on a temporary basis or as assigned. This position is distinguished from Meter Reader and Repair Worker in that the latter position is responsible for meter reading and routine repairs of smaller water meters.

EXAMPLES OF DUTIES

Typical duties may include but are not limited to the following:

- Services, repairs, tests, calibrates, replaces and installs several styles of consumer and mainline water/hydrant meters in all size ranges, to include new and emerging technology;
- Calculates meter accuracy and diagnoses required repairs based on test results (manually and electronically), to include new and emerging technology.
- Conducts timing on meters in the field to determine rates of flow, leak magnitudes and appropriate meter applications (manually and electronically), to include new and emerging technology.
- Converts measures of flow for comparability and consumer information (manually and electronically);
- Schedules appointments for required service shutdowns and bypasses the meter when necessary;
- Performs regular testing of district owned backflow assemblies and performs minor maintenance and repair, to include new and emerging technology;
- Investigates, reviews, and responds to a variety of water service and/or billing issues with consumers (manually and electronically);
- Resolves consumer service problems or reports to appropriate personnel;
- Maintains and researches records and files; inputs and retrieves information from computerized database; develops and maintains associated spreadsheets and reports;

- Prepares special and form correspondence to customers (manually and electronically);
- Verifies and reports service information corrections (manually and electronically); may update system of record if needed;
- Uses a computer to input and retrieve data;
- Accurately reads several styles of water meters using various methods, including manual reads (pulling meter box lid and reading from the meter display), electronic hand held device reads and/or other new and emerging meter reading technology;
- Orders parts and materials to repair and install several types of meters;
- Performs meter maintenance functions to improve meter readability (manually and electronically) to include system of record updates;
- Performs flow and pressure tests on several types of meters/hydrants, service pipes, mains, pumps and other district services;
- Interprets and reads system maps, drawings, and sketches (manually and electronically);
- Operates water system valves and hydrants as required;
- May train, direct and oversee the work of others;
- May perform Meter Reader and Repair Worker I/II duties as assigned;
- Reports hazardous field conditions;
- Follows applicable safety rules and regulations;
- Performs other related duties and responsibilities as required.

QUALIFICATIONS FOR EMPLOYMENT

Knowledge of:

- Materials, equipment and procedures used in meter testing, repair, installation, and maintenance;
- Proper meter applications for residential, institutional, commercial, and distribution meters;
- The construction, operation, and maintenance of several types and sizes of water meters;
- Methods, procedures, and equipment used in pipe and water facility installation and repairs;
- Water service shut-off procedures and bypass connections;
- Backflow devices and their operation;
- Methods of routine recordkeeping;
- Relevant safety precautions and procedures;
- Proper spelling, grammar, punctuation, and writing practices.

Ability to:

- Analyze problems on several types of water meters/hydrants and perform needed repair;
- Calculate meter accuracy, rates of flow, leak magnitudes, and flow conversions;
- Rebuild, repair, replace, test and install water meters in all size ranges;
- Use tools and equipment necessary to maintain and repair water meters (manual and electronic);

- Deal effectively with those contacted in the course of work;
- Instruct and train others in work procedures;
- Understand and carry out written and oral instructions;
- Read and interpret street maps (manually and electronically);
- Utilize district's technology such as GIS maps and engineering records;
- Learn, adapt, support and utilize new and emerging water meter technology;
- Write legibly and accurately;
- Maintain accurate records (manually and electronically);
- Use portable or desktop computers and other electronic office and field equipment;
- Learn and utilize computer applications and programs (i.e., MS Office, SAP, Itron, etc.);
- Read and record numbers and data accurately and quickly;
- Drive a vehicle.

Training and Experience: Any combination of education and training that would provide an opportunity to acquire the qualifying knowledge and abilities. A typical way to obtain the required knowledge and abilities would be:

- Completion of the twelfth grade or its equivalent; and
- Two years of experience in meter repair, replacement and testing or closely related mechanical repair experience.
- Demonstrated ability to use tools and electronic equipment, including computers, both in the office and field in the course of duty.

LICENSES AND/OR CERTIFICATIONS

- Possession of an appropriate California driver's license issued by the State Department of Motor Vehicles and satisfactory driving record.
- Possession of a current district approved certification of an AWWA CA/NV Section "Backflow Prevention Assembly Tester" is required within 6 months from date of hire.
- Possession of a current D1, Distribution Operator's Certificate issued by the State Water Resources Control Board (SWRCB) is required within two subsequent Distribution Operator Exam testing dates from date of hire, and no later than within one year from date of hire.
- An employee in this classification performs "safety-sensitive functions" and must comply with the United States Department of Transportation (DOT) regulations and is subject to the Federal Omnibus Transportation employee Testing Act of 1991.

OTHER REQUIREMENTS

- Per California Government Code, Title 1, Division 4, Chapter 8, Section 3100 "all public employees are hereby declared to be disaster service workers subject to such disaster service activities as may be assigned to them by their superiors or by law." (Ref: California Government Code, Title 1, Division 4, Chapter 8, Sections 3100- 3109);

- Willingness to wear prescribed uniform; and
- Willingness to work overtime as required.

PHYSICAL DEMANDS AND WORKING CONDITIONS

During the course of performing job duties the employee will perform heavy physical work and will need the mobility to operate equipment, which may include office and/or field equipment, or specialized instruments or tools requiring repetitive arm/hand movement and/or the coordinated movement of more than one limb simultaneously; enter and retrieve data from personal computers and terminals via keyboards. The employee frequently stands, walks, bends at neck and waist, twists at neck and waist, uses simple and power grasping with both hands, uses fine manipulation of both hands and fingers, and may require use of the arms above the shoulder, climb or balance; stoop, kneel or crouch. While working in the field the employee may walk on uneven or un-level ground surfaces such as hills, slopes, ditches or trenches, on or in tanks, and may work at heights up to ten to twelve feet climbing ladders or stairs.

The employee is frequently required to lift and carry short distances objects such as materials or equipment weighing up to 10 to 50 pounds and occasionally lift 50 to 75 pounds. This position requires that the employee demonstrate adequate hearing to detect warning alarms and speech to converse in person and over the telephone or radio, and vision to read printed materials and detect color coded materials, and use a computer screen.

The noise level in the work environment is moderate to loud noise. The employee is exposed to moving vehicles and other moving equipment and machinery, excessive noise, extremes in temperature, humidity, wetness and dust. The position may require the ability to work overtime and weekends as needed.

Employees who drive on district business to carry out job-related duties must possess a California driver's license for the class of vehicle driven and meet automobile insurability requirements of the district including review of a recent DMV history. In order to drive, individuals must be physically capable of operating the vehicles and equipment safely.

To be successful in this job, an individual must be able to satisfactorily perform each of the listed duties. These duties are representative of the knowledge, skill and/or ability required for the position. Reasonable accommodations may be made to enable individuals with disabilities to perform the duties and functions of the position. Requests for reasonable accommodation should be directed to the Human Resources Manager.

Established: October 1994
Revised: March 2019, November 2024
Approved by: Human Resources Manager