



RUBIDOUX COMMUNITY SERVICES DISTRICT

METER READER

DEFINITION

Under general supervision, performs routine meter reading and customer service work to support water billing activities; and performs related work as assigned.

DISTINGUISHING CHARACTERISTICS

This is a full working-level class where incumbents perform a variety of meter reading and field customer service duties pertaining to the delivery of potable water to District customers. Incumbents do not supervise other employees. They work alone on routine or regular work assignments, checking with a supervisor on non-routine assignments or when in doubt as to the correct procedure to follow. Work is characterized by the presence of fairly clear guidelines from which to make decisions and the availability of supervision in non-routine circumstances. Incumbents must be certified as a California Water Distribution Operator (Grade I) in order to perform the full range of assigned duties.

SUPERVISION RECEIVED AND EXERCISED

Direct supervision is received from the Field Supervisor and/or Assistant General Manager.

Technical and/or functional work direction may occasionally be provided by the Utilities Maintenance II.

ESSENTIAL AND MARGINAL FUNCTION STATEMENTS

Essential and other important responsibilities and duties may include, but are not limited to the following:

1. Reads meters on an assigned route; enters readings into a hand-held computer and re-reads meters as necessary.
2. Investigates unusual readings and customer complaints regarding high bills.
3. Inspects meters and lines for damage or leaks; notes meter damage on hand held computer; replaces meter lids; reports inoperative or damaged meters, bypassed meters and related problems; clears or reports meters obstructed by landscaping.
4. Turns services on and off as required.

5. Provides information to customers or refers to others as appropriate; maintains good public relations, notifies customers as required.
6. Operates vehicles in performing assignments; inspects and fuels vehicles.
7. Operates hand-held and office computers; enters and retrieves data.
8. Prepares a variety of records and reports related to the work; prepares work orders as necessary.
9. Repairs meters and their various parts such as propellers, diaphragms, rotating dish and electronic read devices.
10. Other essential functions as defined by duty statement, job analysis and summaries, assigned as such by supervision or required by law/regulation.

KNOWLEDGE, SKILLS AND ABILITIES

Knowledge of:

- Common water utility billing procedures.
- Methods and techniques of reading water meters.
- Basic operation of water meters.
- Safe work methods and safety precautions related to the work.
- Basic mathematics, including addition, subtraction, multiplication and division.
- The use of standard office equipment, including personal computers and their applications related to the work.

Skill in:

- Operating a personal computer and related software.
- Using hand-held meter reader device.

Ability to:

- Meet the physical, mental and environmental demands of the position with or without reasonable accommodation.
- Read gauges and meters accurately.
- Utilize a variety of tools and equipment in order to access and read water meters.
- Use mathematics as necessary to tabulate numerical data and establish accurate measurements.
- Prepare routine documents and reports.
- Apply rules, regulations, procedures and policies to daily work assignments.
- Work independently to prioritize work and meet deadlines.
- Communicate clearly and concisely, both orally and in writing.
- Establish and maintain effective working relationships with those encountered during the course of the work.

REQUIRED QUALIFICATIONS

Experience and Training Guidelines

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience:

One (1) year of experience in reading or servicing utility meters.

Education/Training:

Equivalent to graduation from the twelfth grade.

License:

Possession of a valid Class C California driver's license and a satisfactory driving record.

Possession of or ability to obtain certification from District provided CPR/First Aid Training.

PHYSICAL AND MENTAL DEMANDS AND WORKING CONDITIONS

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 job functions.

Environment:

Indoor and outdoor environment; travel from site to site; exposure to noise, dust, grease, smoke, fumes, gases, electrical currents, toxic agents/chemicals, and inclement weather conditions; work with or in water; work and/or walk on various types of surfaces including slippery or uneven surfaces and rough terrain.

Physical:

Incumbents require sufficient mobility to work in an office and field setting; stand, stoop, reach, bend, kneel, squat, and walk on uneven surfaces, loose soil and sloped surfaces; reach and twist; push, pull, lift, and or carry up to 50 pounds without assistance; operate assigned equipment and vehicles; requires a sense of touch, finger dexterity and gripping with hands and fingers; ability to verbally communicate to exchange information.

Mental Conditions:

Stress of emergencies, interactive stress situations with subordinates and public; ability to work without close supervision; interpret codes, regulations, policies and schematics; memorize and reclass objects and persons; analyze problems and generate alternatives; exercise good judgment; work with interruptions and changing priorities and concentrate of long periods of time.

Vision:

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

Hearing:

Hear in normal audio range with or without correction.

Job Status: Non-Exempt

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