

EL DORADO IRRIGATION DISTRICT
Class Specification

CLASS TITLE: Senior Meter Technician

DEFINITION

Under direction organizes, assigns and reviews the work of assigned personnel engaged in reading, collecting, and recording water meter consumption data, responding to customer concerns, and installing, testing, repairing and maintaining water meters and automated meter reading devices; performs duties requiring specialized knowledge; and provides administrative support to assigned supervisor.

DISTINGUISHING CHARACTERISTICS

This is the advanced journey level in the Meter Technician series. Positions at this level are distinguished from other classes within the series by the level of responsibility assumed, complexity of duties assigned, independence of action taken, by the amount of time spent performing the duties, and by the nature of the public contact made. Employees perform the most difficult and responsible types of duties assigned to classes within this series, including providing technical and functional supervision over assigned personnel, and perform difficult meter calibrations, and resolve difficult or sensitive customer issues in the field. Employees at this level are required to be fully trained in all procedures related to assigned areas of responsibility.

SUPERVISION RECEIVED AND EXERCISED

Receives direction from the Meter Services Supervisor. Exercises technical and functional supervision over assigned technical personnel.

EXAMPLES OF ESSENTIAL DUTIES: *the duties specified below are representative of the range of duties assigned to the class and are not intended to be an inclusive list.*

Plans, prioritizes, and reviews the work of staff assigned to a variety of meter reading, water consumption data collection, and meter and automated meter reading device repair and installation activities.

Develops schedules and methods to accomplish assignments ensuring work is completed in a timely and efficient manner.

Participates in evaluating the activities of staff, recommending improvements and modifications.

Provides and coordinates staff training; works with employees to correct deficiencies.

Downloads meter reading data from computerized devices; uploads data to a utility database for use in billing, meter reading route development, and addition of meters to routes.

Resolves difficult or sensitive customer questions or complaints in the field; works in conjunction with customer service personnel in responding to customer concerns.

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Takes and confirms accurate water meter registration/consumption readings; performs equipment calibration and pressure checks; pulls meters for shop service and installs new meters as necessary.

Reviews consistency and accuracy of meter readings; documents and reports unusual readings, possible cross-connections, and unauthorized connections, and/or other unusual circumstances for follow up.

Re-reads meters in cases of unusual billings or consumption patterns; investigates reports of stuck or malfunctioning meters.

Keeps and maintains manual and computer logs of daily activities; records information regarding a variety of information including meter change outs, high water usage, and change of ownership; prepares routine reports.

Performs leak detection checks as requested or according to observation; repairs leaks in the field as appropriate or makes referral to maintenance and/or operations staff for follow up.

Performs the most difficult work related to reading, collecting, and documenting water usage consumption data and responding to customer concerns.

Builds and maintains positive working relationships with co-workers, other District employees and the public using principles of good customer service.

Performs related duties as assigned.

QUALIFICATIONS

Knowledge of:

Principles and practices of technical and functional supervision and training. Pertinent water utility industry standards and regulations. Methods, techniques, tools, equipment and materials used in the operation, installation, maintenance, repair, and testing of water meters and meter reading devices. Common computer office programs used in scheduling/communications, word processing, and spreadsheet applications.

Skill/Ability to:

Provide technical and functional supervision over assigned staff; effectively train staff. Perform the most complex duties related to meter reading, water consumption data collection, and meter repair and installation activities. Develop and change meter route schedule activities to accomplish maximum efficiency and effectiveness. Read and interpret water system maps and construction blueprints. Use a computerized system to record, document, download, and upload data to a District-wide database; prepare routine reports. Safely use a variety of hand and light power tools such as picks, wrenches, shovels, pruners, drills, saws, and weedwackers. Establish and maintain effective working relationships with those contacted in the course of work. Communicate clearly and concisely, both orally and in writing.

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On a continuous basis, know and understand operations, and observe safety rules; intermittently analyze problem equipment; identify and locate equipment; work orders; remember equipment location; and explain jobs to others. Ability to maintain reliable attendance is a condition of employment, subject to applicable medical and disability leave laws. Intermittently, sit while studying or preparing reports; bend, squat, climb, kneel and twist when performing installation/repair of equipment; perform simple and power grasping, pushing, pulling, and fine manipulation; and lift or carry weight of 25 pounds or less.

Experience and/or Education:

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

Experience:

Two years of responsible journey experience similar to Meter Technician II with the El Dorado Irrigation District.


Education:

Equivalent to completion of the twelfth grade.

SPECIAL QUALIFICATIONS

License and Certificate:

Possession of, or ability to obtain, a valid California driver's license at the time of appointment. Individuals who do not meet this requirement due to physical disability will be reviewed on a case-by-case basis.

 _____ Human Resources Authority	<u>04/15/2017</u> Date
Established: 08/18/2009 Revised: 04/15/2017 FLSA: Non-Exempt Unit: Safety	