

**EL DORADO IRRIGATION DISTRICT**  
**Class Specification**

**CLASS TITLE: Meter Technician I/Meter Technician II**

**DEFINITION**

Under supervision performs field service activities related to reading, collecting, and recording water meter consumption data; interacts with customers and responds to customer concerns in the field; and tests, repairs, and upgrades/replaces water meters.

**DISTINGUISHING CHARACTERISTICS**

Meter Technician I - This is the entry level class in the Meter Technician series. Positions in this class typically have little or no directly related work experience. The Meter Technician I class is distinguished from the II level by the performance of less than the full range of duties assigned to the II level. Incumbents work under immediate supervision while learning job tasks, progressing to general supervision as procedures and processes of assigned area of responsibility are learned.

Meter Technician II - This is the journey level class in the Meter Technician series and is distinguished from the I level by the assignment of the full range of duties. Employees at this level receive only occasional instruction or assistance as new, unusual or unique situations arise and are fully aware of the operating procedures and policies within the work unit. Positions in this class are flexibly staffed and are normally filled by advancement from the I level.

This class is distinguished from the Senior Meter Technician in that the latter performs the most difficult and responsible types of duties assigned to classes within this series and provides technical and functional supervision over assigned staff.

**SUPERVISION RECEIVED AND EXERCISED**

Meter Technician I

Receives immediate supervision from the Meter Services Supervisor; receives technical and functional supervision from the Senior Meter Technician.

Meter Technician II

Receives general supervision from the Meter Services Supervisor; receives technical and functional supervision from the Senior Meter Technician.

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

Takes and confirms accurate water meter registration/consumption readings; makes equipment adjustments, including routine re-settings; tests and makes repairs to large and meters.

Performs equipment calibration and pressure checks; pulls meters for shop service and installs new meters as necessary.

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Installs and repairs automated meter reading devices.

Distributes and places door hanger tags as notification regarding non-payment and related matters, and scheduled and/or emergency shut-offs; performs re-reads, disconnects, and re-connects.

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.

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.

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

Turns on/off water service per authorized instructions; shuts and locks services; removes meters as directed.

Interacts with customers in the field by responding to questions or complaints about water service; provides customers with oral and written information about District services, policies, and administrative regulations; refers difficult or sensitive issues to higher level personnel and/or other departments and divisions, as appropriate.

Works with customer service and/or other District staff in verifying addresses for new or existing water services to confirm accurate construction, service, and billing addresses; obtains Global Positioning System (GPS) coordinates for meter locations.

Maintains vegetation clearance around meter boxes and surrounding areas in accordance with District policy.

Stocks utility truck with parts, supplies, and meters needed to meet work assignments.

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.

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.

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### **QUALIFICATIONS**

#### Meter Technician I

##### Knowledge of:

Basic principles of arithmetic, including addition, subtraction, multiplication, division, and percentages. Basic practices and methods of record keeping. Basic use of computers and computer-aided devices for data entry and retrieval. Basic practices of customer service interaction.

##### Skill/Ability to:

Learn to perform a variety of field service activities related to the installation, repair, and reading of water meters. Use a variety of hand and light power tools such as picks, wrenches, shovels, pruners, drills, saws, and weedwackers. Learn geography and street and road locations within the District's jurisdiction. Learn to use a computer to enter and retrieve data. Learn to use manual methods and electronic equipment used in collecting and recording water consumption data, and locating meter boxes. Learn to identify problems with water meters and data collection/recording devices. Learn to perform repair and installation of meters. Deal tactfully with customers encountered in the field. Establish and maintain effective working relationships with those contacted in the course of work. Communicate clearly and concisely, both orally and in writing. Ability to maintain reliable attendance is a condition of employment, subject to applicable medical and disability leave laws. On a continuous basis, know and understand operations, and observe safety rules; intermittently analyze problem equipment; identify and locate equipment; interpret work orders; remember equipment location; and explain jobs to others. 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 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:

One year of water utility field or construction trades experience is desirable.

##### 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.

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Meter Technician II

In addition to the qualifications for the Meter Technician I:

Knowledge of:

Operation, repair, and installation of utility meters and meter reading/recording devices and related equipment. Advanced customer service practices.

Skill/Ability to:

Independently install, repair, and calibrate water meters. Identify problems with water meters and data collection/recording devices. Use manual methods and electronic equipment for collecting and recording meter readings and locating meter boxes.

Experience and 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 experience similar to Meter Technician I 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	