

Water Meter Reader

FLSA Status: Covered
Bargaining Unit: District Council of Trade Unions (DCTU)

General Summary

Positions in this broad class read all types of residential and commercial water meters and accurately records the volume of water consumption.

Water Meter Reader I - 30000133

Distinguishing Characteristics

The journey level of this classification is distinguished from other classes by the focus on reading residential and commercial water meters and recording the volume of water consumption.

Typical Duties/Examples of Work

1. Reads water meters for residential, commercial and industrial customers; accesses meter in the field, including those in confined spaces; enters and records data.
2. Calculates usage and analyzes past usage history to determine changes or problems related to consumption, maintenance or meter reading; creates work requests for maintenance and repair of meters as appropriate; provides information and explanation for billing as appropriate.
3. Responds to inquiries from customers and the public as a representative of the City; suggests appropriate referral of a wide variety of issues.
4. Performs routine maintenance on meter boxes, such as cleaning boxes and dials, replacing rings, and cutting grass around meter box.
5. Performs related duties as assigned.

Required Knowledge, Skills and Abilities

Knowledge of: utility-billing practices

Ability to: read and understand urban street maps; work independently in the field; manage work load to meet deadlines; recognize discrepancies and determine effective actions; operate meter-reading computer; communicate effectively; exercise tact and diplomacy with a diversity of others

Skill in: basic math computations; maintaining accurate records

Special Requirements

Valid state driver's license; confined space entry certification; first aid/CPR certification

Classification History:

Adopted: 2-03-99:

Class created as a result of DCTU Classification and Compensation Study 1998-99. This class is composed of the following classes:

1710 Water Meter Reader Adopted 08-19-75

June 2009 - Change Job Class number from 1700 to 30000133, due to system change.

Water Meter Reader II - 30000134

Distinguishing Characteristics

The advanced journey level of this class typically performs more specialized work and serves as lead worker. It is distinguished from the Meter Reader I class by its responsibility for administering the handheld system, leading the work of the unit, troubleshooting, and implementing operational or equipment improvements.

Typical Duties/Examples of Work

1. Provides lead direction to Meter Readers including plans, schedules, coordinates, assigns, and oversees the completion of work
2. Determines resource needs of work group and maintains inventory of equipment and supplies.
3. Reviews the work of and provides training and guidance to assigned staff.
4. Oversees the operational activities of assigned work area; creates graphs and spreadsheets to track activity levels.
5. Reads non-routed sewer only commercial accounts; and manhole and confined space meters.
6. Troubleshoots and recommends solutions; implements new technology and operational changes.
7. Administers handheld meter reading system including loading and unloading routes and readings; verify and track work assignments; problem solve, implement operational or technology changes, communication with vendor; maintain and track equipment.

8. Performs related duties as assigned.

Required Knowledge, Skills and Abilities

Knowledge of: operation of word processing and spreadsheet software

Special Requirements

Valid state driver's license; confined space entry certification; first aid/CPR certification

Classification History:

Adopted: 2-03-99:

Class created as a result of DCTU Classification and Compensation Study 1998-99.

June 2009 - Change Job Class number from 1701 to 30000134, due to system change.

Working Conditions

Work in this class is typically performed in a field environment. Incumbent is typically required to negotiate rough terrain; to lift up to 50 pounds and shift manhole covers weighing over 100 pounds; to work outdoors in all weather conditions.