

**VALLEY CENTER MUNICIPAL WATER DISTRICT**  
**METER SERVICES TECHNICIAN I, II, III**

**DEFINITION**

Under general supervision of the Meter Services Supervisor, incumbents perform a variety of duties related to meter maintenance, testing, and repair; backflow device testing, maintenance and repair and customer service related to water distribution.

**CLASS CHARACTERISTICS**

Incumbents are expected to perform the full range and the most complex duties while maintaining and repairing water system components related to meter installation and maintenance and backflow device installation, maintenance and testing. Incumbents may work a varied work week, different shifts, stands duty, and be able to respond to emergencies as necessary and may be required to work in wastewater facilities to include collection, distribution, and reclamation.

Meter Services Technician I is the entry-level class in the Meter Services Technician series. Incumbents are responsible for performing routing activities while acquiring knowledge and skills to perform higher-level work to include: repairing or exchanging meters, installing meters, performing rereads, providing customer service and assisting higher level staff.

Meter Services Technician II is the journey level class in the series. Incumbents are fully competent and are responsible for performing complex customer service and meter repair tasks in the field, and dealing with more complex situations requiring greater experience and independent judgement.

Meter Services Technician III is the advanced level class in the series. Incumbents are lead workers and may serve as crew leader, preparing work schedules, reports, and other administrative responsibilities. Assists and makes recommendations to the Supervisor in the training of crew members in proper procedures and responsibilities in both routine and emergency situations and provide on-the-job training.

**ESSENTIAL DUTIES**

*The duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to this position.*

*Positions at the Meter Services Technician I level may perform some of these duties and responsibilities in a learning capacity.*

Repair meter service leaks and maintain meter service connections; investigates unusual readings and customer complaints regarding high bills, taste and odor, pressure and related problems; resolves problems or prepares work orders for follow-up.

Maintains areas around meters, inspects meters and lines for damage or leaks.

Troubleshoots, exchanges, repairs and installs water meters and radio transceiving devices; repairing minor leaks; inspects and tests meters; performs maintenance work on meters and radio transceiving devices; fabricates parts as necessary; replacing meter lids; turns services on and off as required; prepares incident reports; clears or reports meters obstructed by landscaping; and, reports needed repairs.

Provides information to customers or refers to others as appropriate; maintains good public relations; notifies customers as required.

Inspects, tests and repairs backflow devices; advises and provides information to customers on backflow devices and requirements; repairs and calibrates all sizes and types of water meters, pressure regulator valves, clay valves, and related equipment; maintains meter shop equipment, portable test bench and related equipment.

Installs and repairs of meters and mainline repairs; operates jackhammer, trencher, roller and a variety of hand and power tools; performs meter maintenance and road patching; operates vehicles skillfully and safely in performing assignments; inspects and fuels vehicles; reports the need for repairs and services; observes safe driving practices; maintains vehicle, equipment and work area in a clean and orderly condition.

Repairs and maintains roadways, sewers and storm drains; breaks up concrete and/or asphalt surfaces; digs, shovels, hauls and loads and unloads soils, sands, asphalt mixes and other materials; seals road surfaces; cleans up work sites upon completion of jobs; observes safe work methods including the coning and flagging at work sites to secure for traffic control.

Installs, relocates, reads, and disconnects construction water meters; performs reconnects and disconnects; observes safe work methods and safety precautions related to the work.

Responds to emergency call from the public, taking appropriate action such as placing barricades, repairing leaks and shutting off main lines; must be able to respond to emergencies as necessary.

Orders parts, supplies, materials, various high usage and contingency supply items according to established limits and orders non-stock items as requested; prepares requisitions to replenish stock and maintain inventory; issues stock in accordance with established procedures; obtains price quotes on supply items; works directly with vendors to acquire supplies and services.

Maintains shipping/receiving and other records; maintains files for local requisitions and related purchase orders; maintains inventory systems; maintains a database of items stored.

Coordinates the full range of building maintenance duties including, but not limited to, installation and maintenance of lighting, flooring, painting, roofing and HVAC systems ensuring vendor and contractor compliance with District specifications and guidelines.

Observes safe work practices and safety methods.

Performs other duties as assigned.

### **QUALIFICATION GUIDELINES**

**Knowledge of:** Preventative maintenance practices and procedures as applied to water meters, including automatic meter reading systems, pressure regulators and pipelines; methods, materials, tools and equipment used in the installation, maintenance, repair and operations of water meters and pressure regulating valves; principles of meter operation testing; methods and techniques of troubleshooting, repairing and testing pressure reducing and clay valves and backflow devices, installing and replacing meters and repairing leaks; mapping valve books; operation and maintenance of a wide variety of hand and power tools and machinery used in work; shop mathematics; applicable laws and regulations; telephone and radio communications; methods and practices used in ordering, receiving, storing and issuing materials, supplies, and equipment and maintenance, as well as securing janitorial contract services; methods of taking inventory and maintaining inventory records; safe work methods and safety precautions related to the work; basic business arithmetic; using computer and related software applications.

**Ability to:** Activate AMI meters, trouble shoot active AMI meters, confirm radio signal strength from tower, use hardware / software related to AMI technology, to include hand held device's, become well versed in Sensus Analytics, and RNI system. Troubleshoot, repair and maintain water meters, pressure reducing valves and clay valves; read and accurately record water meter readings; write clearly and legibly; inspect, operate, diagnose problems, and perform preventive maintenance and repair work on meters, backflow devices, valves, and related equipment; read and interpret charts and gauges; install and exchange meters and repair backflow devices; deal tactfully and courteously with the public, often in difficult or strained circumstances; maintain accurate records; developing and maintaining effective store keeping procedures; monitoring and ensuring acceptable janitorial standards are met; make arithmetic computations accurately; prepare and analyze stock records and reports utilizing approved computer programs; understand and carry out oral and written directions; work effectively with outside agencies, vendors, and general service providers; understand oral communication and be understood while using the District's radio communication system and cellular telephone; and, establish and maintain effective working relationships with other employees and those contacted in the course of the work.

## **EDUCATION, EXPERIENCE, LICENSES AND CERTIFICATIONS**

**Education:** Meter Services Technician I, II, and III- High School diploma or equivalent.

**Experience:** Meter Services Technician I- A minimum of one year of customer service and experience testing or replacing/repairing or calibrating meters in either the field or shop settings.

Meter Services Technician II- A minimum of two years of customer service experience and testing or replacing/repairing or calibrating meters in either the field or shop settings, or one year of experience as a Meter Services Technician I with the District.

Meter Services Technician III- A minimum of three years of progressively responsible customer service and meter service/repair experience, or two years of experience as a Meter Services Technician II with the District.

Experience in water or wastewater agencies is preferred. Backflow experience highly desirable.

**License and Certifications:** All classes- California Class C Driver's License.

Meter Services Technician I- *Ability to obtain within two years as a condition of employment:* CA Health Services Water Distribution Operator's Certificate, Grade D2; completion of one semester of college level Backflow Tester Training course.

Meter Services Technician II- AWWA or ABPA Backflow Prevention Assembly-General Tester, California Health Services Water Distribution Operator's Certificate, Grade D2.

Meter Services Technician III- AWWA or ABPA Backflow Prevention Assembly-General Tester, AWWA Cross-Connection Control Program- Specialist Certificate, State Water Resources Control Board (SWRCB) Water Distribution Operator Grade D3.

## **PHYSICAL DEMANDS AND WORK ENVIRONMENT**

*The physical demands and work environment described here are representative of those that must be met by an incumbent to successfully perform the essential functions of this job. Employees may be required to wear and/or use personal protective and other safety equipment. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

### **Physical Demands:**


While performing the duties of this job, the incumbent is regularly required to use hands and fingers to grasp

and feel or operate objects, tools, or controls and reach with hands and arms. The incumbent frequently is required to walk, stoop, kneel, crouch, climb, balance, stand, talk and hear. The incumbent is occasionally required to sit. The incumbent must frequently lift and/or move from 10 to 25 pounds and occasionally lift and/or move from 50 to 100 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus. May be required to medically qualify and wear a District approved respirator.

**Work Environment:**

While performing the duties of this job, the incumbent regularly works in outside weather conditions. The incumbent frequently works near moving mechanical parts and is exposed to wet and/or humid conditions and vibration. The incumbent occasionally works in high, precarious places and is occasionally exposed to fumes, toxic or caustic chemicals or airborne particles. The noise level will range from moderate to very loud.

POSITION DESCRIPTION APPROVED:

  
General Manager  
Date