

VALLEY CENTER MUNICIPAL WATER DISTRICT
SENIOR METER SERVICES TECHNICIAN

DEFINITION

Under general direction of the Meter Services Supervisor, incumbents perform the full range and the most complex duties related to meter reading, installation, and maintenance, customer service, and backflow testing and inspecting.

CLASS CHARACTERISTICS

Incumbents are fully competent and are expected to perform the full range and the most complex duties related to meter reading, installation and maintenance, customer service, and backflow testing and inspecting. Incumbents are crew leaders and as such are responsible for establishing schedules, maintaining supplies, handling serious complaints, preparing reports, and assuming the responsibilities of the supervisor in their absence. Incumbents may work a varied work week, different shifts, stands duty, must be able to respond to emergencies as necessary and may be required to work in wastewater facilities to include collection, distribution and reclamation.

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.

Serves as crew leader which includes; establishing schedules, maintaining supplies, handling serious complaints, preparing a variety of reports, training lower level staff on work practices and procedures, and assuming the responsibilities of the supervisor in their absence; ensuring a high level of customer service.

Assists in developing departmental procedures; assists in the development of departmental budget.

Attends a variety of meetings related to meter services.

Reads and re-reads meters on an assigned route; operates and enters readings into hand-held computer; re-reads meters as necessary; 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 transmission devices; repairs minor leaks; inspects and tests meters; performs maintenance work on meters and radio transmission devices; fabricates parts as necessary; replaces meter lids; turns services on and off as required; prepares incident reports; clears or reports meters obstructed by landscaping; reports needed repairs.

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

Prepares a variety of records and reports related to the work, including work orders.

Reads and interprets plans, reviews mapping, encroachments and pipeline locations.

Inspects, tests and repairs backflow devices; orders parts and supplies; 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, backflows 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; orders and maintains an adequate inventory of parts and supplies to perform assigned duties; operates vehicles skillfully and safely in performing assignments; inspects and fuels vehicles; reports the need for repairs and service; observes safe driving practices; maintains vehicle, equipment and work area in a clean and orderly condition.

Repairs and maintains of 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 calls 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 a variety of office equipment.

Establishes and maintains cooperative working relationships with co-workers, outside agencies and the public.

Observe safe work practices and safety methods.

Performs other duties as assigned.

QUALIFICATION GUIDELINES

Knowledge of: Applicable regulatory reporting requirements; training principles; basic budgeting principles; 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; supervisory principles and practices; safe work methods and safety precautions related to the work; basic business arithmetic; and, using computer and related software applications

Ability to: Lead and monitor subordinate employees in departmental practices and procedures; monitor and assign work; develop procedures; train employees on work methods; troubleshoot, repair and maintain water meters, including automatic meter reading systems, 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; understand and carry out oral and written directions; work effectively with outside agencies; 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: High School Diploma or equivalent.

Experience: Two years of experience as a Meter Services Technician III, or its equivalent, or an equivalent combination of education and experience sufficient to successfully perform the essential duties of the job such as those listed above. Experience in water or wastewater agency is preferred. Backflow experience is highly desirable.

License and Certifications: California Class C Driver's License. AWWA or ABPA Backflow Prevention Assembly-General Tester, AWWA or ABPA 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. 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

6/29/2020

Date