

LEAD METER SERVICE OPERATOR

DEFINITION

Under general supervision, serves as lead worker on inspecting, testing, reading, servicing, installing, and repairing water meters; performs a wide variety of journeyman-level meter service duties; and performs other related duties, as required.

DISTINGUISHING CHARACTERISTICS

This is a mid-level position within the Water Department, and reports to the Meter Service Supervisor. Work is performed under general supervision, while following established policies, procedures, and regulations.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Inspects and tests meters for various flow rates; disassembles meters; cleans, repairs, reassembles, or replaces all defective parts; installs new meters; cleans the outside and inner parts of the meters; interfaces with the customer service department in a cooperative manner and on a routine basis; repairs water meters and service connections in the field, as required; locates and reads water meters; orders and stocks parts and materials used for installing and repairing water meters and water meter tests; attempts to resolve customer complaints; instructs trainees in the proper performance of duties; turns on and turns off water service; maintains records of work performed; adheres to safety standards as prescribed in the safety manual; performs a variety of customer service related duties in the field; may participate in emergency call duty on a rotation basis at the Department's discretion; promotes teambuilding; utilizes computer software programs competently; communicates effectively, both orally and in writing; routinely adheres to and maintains a positive attitude; maintains effective work relationships with supervisor, fellow City employees, customers, and outside agencies; operates vehicles and equipment in a safe and efficient manner; and performs related duties and responsibilities, as required.

EMPLOYMENT STANDARDS

Training & Experience - Graduation from high school, or GED equivalent, and a minimum of two years of experience in the installation and repair of water services and meters.

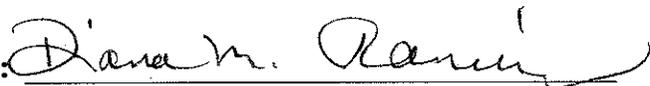
Knowledge & Abilities - Knowledge of: Materials, methods, and tools used in the repair of water meters; principles of water meter operation; water distribution facilities, tools, and equipment; geography of the District and location of meters; and basic computer skills. **Ability to:** Inspect, disassemble, repair, and adjust water meters; independently perform a variety of meter installations, and maintenance work; interpret plans, drawings, and specifications; maintain accurate records of work performed; communicate effectively; effectively present instructions and information in writing and verbally to coworkers, the general public, and outside agencies; use patience, tact, diplomacy, and courtesy in dealing with the public and employees; routinely adhere to and maintain a positive attitude; establish and maintain effective working relationships with those contacted in the course of work, including City and other government officials, community groups, and the general public; apply safe work practices; and operate vehicles and equipment in a safe and efficient manner.

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Licenses & Certificates - Must possess a valid, unrestricted Class "C" California driver's license. Must possess a California Department of Health Services Water Distribution Operator Grade 2 Certification, and a Water Treatment Operator Grade 1 Certificate (Grade 2 desired).

WORKING CONDITIONS

Work is performed in an outdoor environment. Incumbent shall be exposed to those conditions normally encountered in an outdoor environment. Physical demands consist of sitting, standing, walking, stooping, kneeling, crouching, and crawling; using hands and fingers to handle or feel objects, tools, or controls; and lifting and carrying moderately heavy objects up to 100 pounds and/or utilizing a hand dolly to move up to 160 pounds. Incumbent frequently works near moving mechanical parts, occasionally works in high, precarious places, and can be exposed to electrical shock. Incumbent wears personal protection-protective footwear. Incumbent must be able to see and hear in the normal range, with or without correction, and communicate verbally and in written form with great facility, and must be able to be understood. Incumbent must have the stamina to work long hours and overtime, if assigned, and must be willing to work an irregular schedule, which may include weekends, holidays, evenings, and/or varying shifts.

APPROVED: 
DIRECTOR OF HUMAN RESOURCES

DATE: March 14, 2008

Class specifications are only intended to present a descriptive summary of the range of duties and responsibilities associated with specified positions. Therefore, specifications **may not include all** duties performed by individuals within a classification. In addition, specifications are intended to outline the **minimum** qualifications necessary for entry into the class and do not necessarily convey the qualifications of incumbents within the position.
Shared/jobdescriptions (Final)/Water District/LeadMeterServiceOperator/03-14-08/jlr