

CITY OF HUNTINGTON BEACH

CLASS SPECIFICATION



TITLE: WATER METER READER

DATE: MARCH 20, 2019 (REVISED)

JOB CODE: 0397
EMPLOYMENT STATUS: REGULAR FULL-TIME
UNIT REPRESENTATION: MEA
FLSA STATUS: NON-EXEMPT

JOB SUMMARY

Under general supervision, reads and records readings of residential and commercial water meters.

SUPERVISION RECEIVED

Reports to: Water Distribution Supervisor

DISTINGUISHING CHARACTERISTICS

Water Meter Reader is a non-skilled job classification primarily responsible for meter reading and performing minor maintenance related to meters.

EXAMPLES OF ESSENTIAL DUTIES

- Reads water meters on a set route according to a monthly billing structure; enters readings into hand-held computer rereads water meters as necessary
- Tests meters for accuracy
- Installs, programs and troubleshoots Meter Transmitting Units (MTU)
- Operates hand-held and office computers; enters and retrieves meter data; uploads and downloads data from hand-held equipment
- Investigates unusual readings and customer concerns such as billing issues, problems with taste and/or odor, pressure related issues or other customer concerns; resolves concern or prepares work orders for follow-up resolution
- Inspect meters and lines for damages or leaks; replace meter lids and boxes; reports inoperative or damaged meters, bypassed meters and other meter related issues; clears meters obstructed by landscaping; order parts and supplies when needed
- Investigates zero consumption usage accounts
- Assists with customer service, disconnections, delinquent turnoffs, loading and unloading of handheld devices and data entry to handheld equipment; responds to

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emergency calls for service on a call-out basis, and works outside of normal business hours as needed

- Identifies meter types and notifies supervisor when incorrect meter type is used
- Provides information to customers or refers customer to supervisory staff as appropriate; maintains good public relations, notifies customers of actions requiring resolution
- Operates a City vehicle to travel to and from work assignments
- Reports unsafe conditions observed in the field and makes recommends resolutions
- Reports to work as scheduled, works a variety of schedules including evenings, weekends, and holidays as required; maintains a regular and consistent attendance record
- Attends training; supports and actively promotes the City's safety programs; assists with periodic safety inspections; identifies and corrects safety hazards
- Performs other related duties as assigned

The preceding duties have been provided as examples of the essential types of work performed by positions within this job classification. The City, at its discretion, may add, modify, change or rescind work assignments as needed.

MINIMUM QUALIFICATIONS

Any combination of education, training, and experience that would likely provide the knowledge, skills, and abilities to successfully perform in the position is qualifying. A typical combination includes:

Knowledge of:

- Meter reading practices and procedures
- Utility billing procedures
- Applicable federal, state and local laws, codes, and regulations regarding water utilization and billing
- Basic map reading and the geography of the area and location of meters
- Basic mathematical principles
- Practices and procedures for safe driving and vehicle operations
- Machinery, equipment and tools necessary for the reading of water meters
- Occupational hazards and safety precautions applicable to water meter reading

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Ability to:

- Read water meters using electronic hand-held meter reading equipment
- Read and follow work orders and instructions
- Use hand and power tools
- Follow safety practices and recognize hazards
- Practice appropriate interpersonal skills when interacting with diverse communities or confrontational individuals
- Operate standard office equipment including computers and applicable software
- Maintain accurate records
- Communicate effectively orally and in writing
- Establish and maintain cooperative work relationships with those contacted in the course of work
- Deliver quality customer service
- Travel within an assigned meter-reading route in a prescribed time frame
- Work independently

Education: High school diploma or equivalent.

Experience: One year's experience providing customer service, including direct public contact. Meter reading and Advance Metering Infrastructure testing and installation experience preferred.

License/Certificate: A valid California driver license and an acceptable driving record required at time of appointment and throughout employment in this position.

Must obtain Grade 1 Water Distribution Certification issued by the California State Water Resources Control Board required within one year of hire/appointment to position.

SPECIAL CONDITIONS

Employees regularly assigned/required to drive a city or personal vehicle in the course and scope of work shall be required to participate in the DMV Employer Pull Notice program.

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Public Employee Disaster Service Worker: In accordance with Government Code Section 3100, all Huntington Beach city employees are required to perform assigned disaster service worker duties in the event of an emergency or a disaster.

PHYSICAL TASKS AND ENVIRONMENTAL CONDITIONS

Incumbents must be able to meet the physical requirements of the class and have mobility, balance, coordination, vision, hearing and dexterity levels appropriate to the duties to be performed.

Work is performed indoors and outdoors. Incumbents use a computer keyboard and related equipment. Incumbents regularly and frequently sit, stand, walk, climb, stoop, crouch, twist, bend, push, pull, reach, grasp, and lift. May require moving tools and equipment weighing 50 pounds or less. May require ascending and descending stairs. When work is performed outdoors, there is full exposure to various weather conditions, including inclement weather. Must utilize approved safety equipment and protective gear, including but limited to, hard hats, respirators, life vests, and/or hearing protective devices. Near vision required for reading correspondence, maps, computer screens and other information. Acute hearing is required when providing telephone service and communicating in person. Work in the field may require walking on even/uneven ground, walking around machinery, fumes, dirt and gas and in varying temperatures.

Reasonable accommodation(s) for an individual with a qualified disability will be considered on a case-by-case basis.