WATER METER READER I/II

Purpose:

To actively support and uphold the City's stated mission and values. To perform a variety of duties involved in water utility customer service including accurate reading of water meters recording consumption; identifying water meter equipment problems; cleaning meter boxes; assist in meter repair or other activities as required. Work in team environment supporting efficient and effective completion of the work.

Distinguishing Characteristics:

Water Meter Reader I - This is the entry-level class in the Water Meter Reader series. This class is distinguished from the Water Meter Reader II by the performance of more routine duties. Since this class is typically used as a training class, employees may have only limited directly related work experience.

Water Meter Reader II - This is the full journey-level within the Water Meter Reader series. Employees within this class are distinguished from the Water Meter Reader I by the performance of more complex duties. Employees at this level receive only occasional instruction or assistance as new or unusual situations arise, and are fully aware of the operating procedures and policies of the work unit. Positions in this class are flexibly staffed and are filled by advancement from the entry-level classification.

Supervision Received and Exercised:

Receives general supervision from the Customer Services Field Supervisor or from other supervisory or management staff.

Examples of Duties:

This class specification is intended to indicate the basic nature of positions allocated to the class and examples of typical duties that may be assigned. It does not imply that all positions within the class perform all of the duties listed, nor does it necessarily list all possible duties that may be assigned.

Duties may include, but are not limited to, the following:

Water Meter Reader I

- Read water meters on assigned routes; record readings on hand held computers; calculate water consumption.

- Determine consistency of meter readings; report unusual readings to the supervisor.

- Ensure that meters are functioning properly; inspect visible plumbing for water leakage; report defects to supervisor; complete service orders for damaged or defective meters.

- Provide water utility customer service including rereading meters; ensure accurate meter operation by replacing domes or boxes, and removing mud or water as necessary.

- Assist in the repair, replacement, and removal of meter boxes and lids and/or water meters as required.

- Maintain City vehicle and equipment; including a motor scooter and a hand held computer; ensure that vehicle is properly serviced.

- Tactfully respond to citizen inquiries and complaints.

- Ensure unrecorded meters are entered to the utility billing system.

- Work in a team environment.

- Ensure the efficient and effective completion of work tasks.

- Perform related duties as assigned.

Water Meter Reader II

In addition to the duties of the Water Meter Reader I:

- Process idle service accounts; conduct required follow up when unauthorized usage occurs.

- Perform activations, deactivations, and removal of water meters; process delinquent accounts.

- Locate out-of-route and/or recently installed water meters on new construction; determine read order number of new water meters.

- Read construction site / hydrant water meters; record readings on hand held computers; investigate unusual water consumption.

- Plan, prioritize, and coordinate daily work orders.

- Assist with training of entry-level Water Meter Readers.

Additional duties when working with automated water meters:

- Read water meters on assigned routes; record readings on hand held computer; calculate water consumption.
- Install, program and operate automated meter reading equipment; troubleshoot automatic meter reading equipment to determine malfunctions; work with vendors to ensure system is operating correctly.
- Assist with training Water Meter Reader II staff in the installation, programming and operation of automatic meter reading software and hardware.

Experience and Training Guidelines:

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. The hiring department may include job related experience, training or license and certification preferences at the time of recruitment. A typical way to obtain the knowledge and abilities would be:

Experience:

Water Meter Reader I:

One year of full-time meter reading or manual labor experience is desirable.

Water Meter Reader II:

Two years of full-time meter reading experience that includes at least one year of experience as a City of Tempe Water Meter Reader I.

Training:

Equivalent to the completion of the twelfth grade.

Licenses/Certifications:

Water Meter Reader I:

Possession of, or ability to obtain at time of hire, an appropriate, valid Arizona driver's license for motorcycle and for vehicle.

Water Meter Reader II:

Possession of, or ability to obtain at time of hire, an appropriate, valid Arizona driver's license for motorcycle and for vehicle.

Possession of a Grade I Water Distribution Operator Certification from the State of Arizona is required at the time of application.

Possession of, or ability to obtain, Installation Certification from the AMR Vendor as appropriate.

This position is included in the City's classified service, pursuant to City of Tempe Personnel Rules and Regulations, Rule 1, Section 103.

Job Code: 7360 / 7361

FLSA: Non-Exempt