



# City of Tempe

## METERING SERVICES SPECIALIST

### JOB CLASSIFICATION INFORMATION

<i>Job Code:</i>	089	<i>FLSA Status:</i>	Non-Exempt
<i>Department:</i>	Internal Services	<i>Salary / Hourly Minimum:</i>	\$22.644231
<i>Supervision Level:</i>	Non-Supervisor	<i>Salary / Hourly Maximum:</i>	\$30.569712
<i>Employee Group:</i>	NSU	<i>State Retirement Group:</i>	ASRS
<i>Status:</i>	Classified	<i>Market Group:</i>	Utility Services Technician II+
<i>Drug Screen / Physical:</i>	N	<i>EEO4 Group:</i>	Service Maintenance

### DISTINGUISHING CHARACTERISTICS

### REPORTING RELATIONSHIPS

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

### MINIMUM QUALIFICATIONS

<i>Experience:</i>	Two years of full-time manual meter reading or Automated Meter reading experience, customer service, or related field experience. Computer proficient; experience in Automated Water Meter Reading system (s), paperless work order processing or other related computer experience.
<i>Education:</i>	Equivalent to the completion of the twelfth grade supplemented by training or course work in computer science, water distribution, customer service or degree related to the core functions of this position. Associate Degree preferred.
<i>License / Certification:</i>	<ul style="list-style-type: none"> <li>• Must possess and maintain a valid driver’s license.</li> <li>• Possession of a Grade I Water Distribution Operator Certification from the State of Arizona is required at the time of application.</li> <li>• Possession of, or required to obtain, Installation Certification from the AMI Vendor as appropriate.</li> </ul>

### ESSENTIAL JOB FUNCTIONS

Essential job functions are the fundamental duties of a position: the things a person holding the job absolutely must be able to do.

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; monitoring and managing the AMI system including network operations; cleaning meter boxes; assist in meter repair or other activities as required; provide customer service.

## OTHER DUTIES AS ASSIGNED

Please note this job description is not designed to cover or contain a comprehensive listing of all activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

- Perform job duties adequately and properly; follow personnel and department policies and operating procedures; show respect, tact, and courtesy in dealings with coworkers and the general public; behave in a manner that does not obstruct or hinder other employees from completing their duties; act in a manner that is safe and follow the City's safety procedures at all times.
- Determine consistency of meter readings by generating and analyzing reports for missed reads, high consumption, faulty end points, reverse flow, etc.
- Ensure that meters are functioning properly; inspect visible plumbing for water leakage; report defects to supervisor; complete field activities for damaged or defective meters.
- Provide water utility customer service including rereading meters and answering citizens questions regarding meter reading or usage; tactfully respond to citizens inquiries and complaints.
- Perform-meter maintenance; remove, repair and replace-meter boxes and lids; change meter registers and residential water meters; replace end points.
- Investigate and resolve Field Activities involving meter issues, error skips, zero usage, trouble codes, failed audits, access issues and estimated meter reads.
- Monitor receiver, collector and end point warranties.
- Ensure unrecorded meters are entered to the utility billing system.
- Coordinate AMI meter replacements, monitors inventory and supplies, coordinates orders with warehouse.
- Dispatch and monitor Field Activities in the Paperless Workorder Management System (KONA); assist office staff to resolve problematic Field Activities errors.
- Locate out-of-route and/or recently installed water meters on new construction; determine read order number of new water meters.
- Process idle service accounts; conduct required follow up when unauthorized usage occurs; read construction site / hydrant water meters; investigate unusual water consumption.
- Work in a team environment.
- Ensure the efficient and effective completion of work tasks; plan, prioritize, and coordinate daily work orders.
- Perform activations, deactivations, and removal of water meters; process delinquent accounts.
- Physically present to perform the duties of the position.
- Perform related duties as assigned.

## PHYSICAL DEMANDS AND WORK ENVIRONMENT

- Lift water meter lids that weigh anywhere from 5 to 75 lbs.;
- Operate city vehicles driving to and from routes as well as during reading of routes;
- Use tools including meter hooks, meter valve key and shovels;
- Climb stairways, ladders, and work on elevated structures;
- Traverse uneven surfaces;
- Traverse long distances during workday with or without an accommodation;
- Bending, lifting, walking and digging; exposed to repetitive motion;
- Operate computers, calculators and other office machines which includes a hand-held computer;
- Extensive reading and close vision work;
- May work in confined areas;
- Work out-of-doors in inclement weather;
- Exposure to heat, cold, dampness, dust, pollen, odors, fumes, etc.;
- Exposure to hazards of electrical shock, falls, noise, equipment operation, etc.;
- May work alone for extended periods of time.

## COMPETENCIES

CLASSIFICATION LEVEL	INCLUDES	COMPETENCIES
Foundational	All Employees	Inclusion, Communication, Interpersonal Skills, Integrity, Professionalism, and Willingness to Learn
Non-Supervisory	In Addition >	Teamwork, Customer Service, Initiative, and Dependability / Reliability
Supervisory	In Addition >	Staffing, Monitoring Work, Delegating, Development / Mentoring, and Support Others
Manager	In Addition >	Preparing / Evaluating Budgets, Monitoring / Controlling Resources, and Motivating / Inspiring
Deputy Director	In Addition >	Entrepreneurship and Networking
Director	In Addition >	Organizational Vision
<p><i>For more information about the City of Tempe's competencies for all classifications:</i>  <a href="#">City of Tempe, AZ : Competencies</a></p>		

## JOB DESCRIPTION HISTORY

*Effective November 15, 1988*

*Revised February 1999*

*Revised March 200*

*Revised August 2006 (flexible classification; job duties, MQs)*

*Revised October 2012 (licenses updated; added physical/mental activities)*

*Revised December 2018 (reclassified to Metering Services Specialist)*

*Revised February 2018 (Experience MQ)*