



Department: Water Distribution
Position Classification: Meter Reader, Full-Time, FLSA Non-Exempt, CDL
Position Title: Meter Technician
Reports To: Water Distribution Field Operations Supervisor
Supervises: N/A
Wage: Minimum \$15.45 p/h; **Midpoint** \$19.31 p/h; **Maximum** \$23.18 p/h
Application Deadline: 6/1/19

Position Summary

The Meter Technician provides installation and maintenance support to the department's meter system. Assists in field trouble shooting concerns and problems for the city utility and performs other related office support functions. Position report to the Water Distribution Field Operations Supervisor.

Essential (Primary) Duties:

Perform installation and maintenance activities on the meter system to include, but not limited to, new meter sets, maintenance repairs, trouble shooting, water surveys, non-payment shut offs, AMR system reading, upload and download system activities.

Provide department back-up support such as making customer service calls, completing changes on new and existing customer accounts, responding to customer calls or concerns in person and over the phone.

Perform specialized, skilled, semi-skilled tasks in the operation, installation and maintenance of water meters, data transmission units (MXUs), and related equipment including, but not limited to, meter operations.

Attend team meetings at various locations within the utilities, attend industry-related educational seminars and workshops as required to maintain licenses.

Implement meter maintenance testing program and commercial / industrial meter turnovers.

Conduct investigations and surveys of customer water leakage to determine if adjustments are recommended.

Support AMR reading system activities, AMR meter ordering responsibilities, including industrial and commercial needs of the department.

Size water meters and service lines for new and existing customers to comply with the International Plumbing Code or other standards adopted by the State or Columbus City Utilities.

Perform specialized, skilled, semi-skilled tasks in the operation, installation and maintenance of water meters, data transmission units(MXU's), and related equipment including but not limited to meter reading.

Create and maintain spreadsheets and form reports generated by the billing software.

Create work orders to document time, materials, and any other pertinent information in regard to billing or installation of equipment.

Assist the Business Office with troubleshooting of water meter readings regarding billing when necessary.

Work with a crew to install/repair water main, service lines, meter pits, or any other related work in a utility company.

Must assume responsibility for after hours and weekend standby duties as assigned on a rotational and/or emergency basis.

Other Duties

Perform AMR reading system activities in the absence of the primary meter reader.

Assist other field and office staff as required and requested.

Attend safety and training programs as scheduled.

Perform related essential and other job functions as required; duties may change at any time based on business needs of the utility; perform all other duties as assigned.

Skills and Experience Requirements

Ability to work tactfully with the public, co-workers and other utilities or their representatives.

Must be professional and maintain a presentable appearance due to the position's public visibility.

Must be able to read residential, commercial & industrial water meters and record readings using computerized equipment which will include the use of software to load routes and upload meter reads for the billing department.

Must have excellent people skills to deal with internal and external customers and stakeholders in frequent daily duties.

Ability to communicate effectively in writing, on the phone and in person to set up meetings with customers to gain access to remote areas is a must.

General knowledge of maps or street locations to ensure successful routing in an efficient manner as well as the ability to understand directions in relation to areas of property at customer meter locations.

Ability to perform data entry requirements to schedule appointments and retrieve customer accounts.

Ability to follow established departmental procedures, regulations, and policies as related to work responsibilities. Includes the ability to comply with personnel policies as developed and implemented by the department.

Thorough knowledge of hydraulics and potable water-related systems and the ability to apply this knowledge to complete work responsibilities.

Broad knowledge of confined space entry and the ability to apply this knowledge while completing worksite activities.

Thorough knowledge of water meter systems and the ability to apply this knowledge for completing installation and maintenance activities.

Thorough knowledge of GIS and GPS as related to AMR, curb box, valves, map information software for locations.

Ability to maintain and manage supplies required for departmental meter activities.

Thorough knowledge of the meter testing programs and the ability to apply this knowledge to complete work responsibilities.

Thorough knowledge of the theory of backflow and back siphonage as related to water hydraulics.

Basic working functions of excel, word and outlook preferred.

Must perform most duties outdoors and is exposed to a variety of weather conditions and environments.

Takes all reasonable steps to maintain a safe work environment. Understand hazardous communication and work under all job safety requirements. Safety conscious. Must have safety as the number one priority. Must be well versed in IOSHA requirements.

Regularly inspect vehicle and equipment to ensure proper mechanical functioning and performs maintenance and/or repairs to equipment. Operates vehicle, utilizing care and caution and following all traffic laws and department policies.

Physical Requirements

The physical activity expected is climbing, balancing, stooping, kneeling, crouching, crawling, reaching, standing, sitting, walking, pushing, pulling, lifting, fingering, grasping, feeling, talking,

hearing and repetitive motions. Vision sufficient for Driver's License, CDL, creation and maintenance of documents and using equipment and reading/working with meters. Other requirements: keyboarding / CRT; attention to detail; monitoring equipment; detailed inspection; and transcription / proofreading.

Education

Work involves moderately complex, relatively standardized tasks, processes and operations following established laws and procedures. Incumbent works directly with the customer and must be able to meet their concerns, which also requires making sure they know and understand departmental policies as they relate to their questions and / or concerns. Incumbent must possess and maintain required licenses and certifications identified for the job.

Must possess a high school diploma or equivalent plus special training usually gained through work experience, vocational programs or apprenticeships.

Thorough knowledge of departmental customer-related administrative procedures and standards and the ability to apply this knowledge to meet work responsibilities, both efficiently and effectively.

Work Environment

Job Location: The minimum working conditions for this position requires the employee to work both inside and outside, be exposed to temperatures below 32 degrees for periods of more than one hour, be exposed to temperatures above 100 degrees for periods of more than one hour, be exposed to noise, vibration, hazards, and atmospheric conditions in which one or more of the following symptoms affect the respiratory system or the skin: fumes, odors, dust, mists, gases, or poor ventilation.

Safety Equipment: The safety equipment required includes, but is not limited to, a hard hat, safety vest, respirator, confined space safety harness, safety glasses and steel-toed shoes, depending on the task.

Licenses and Certifications

Must have a valid Indiana Driver's License and maintain it at all times. Must have good driving record, sufficient to be covered by city insurance as a driver while on duty. Must be able to obtain Class B CDL within 90 days of hiring and maintain at all times. Obtaining a DSL Certification after hire is preferred.

Residency

Must reside in Bartholomew County or adjoining county within six (6) months of employment. This position is subject to the City's Drug and Alcohol-Free Workplace Program which includes: pre-employment testing, post-accident testing, reasonable suspicion testing, return-to-duty testing and follow-up testing.