



Title: Water Meter Technician I

FLSA Status: (Non-Exempt)

BRIEF DESCRIPTION:

The purpose of this position is to provide accurate information for billing of utility services and professional customer service assistance to citizens and business owners, and to perform a variety of entry level maintenance and customer service tasks on residential and commercial water meters. This is accomplished by locating, reading, replacing, maintaining, and repairing the City’s water meters and associated metering equipment. Other duties may include completing related tasks as assigned.

ESSENTIAL FUNCTIONS:

Note: This information is intended to be descriptive of the key responsibilities of the position. The list of essential functions below does not identify all duties performed by any single incumbent in this position. Additionally, please be aware of the legend below when referring to the physical demands of each essential function.

(S) Sedentary	(L) Light	(M) Medium	(H) Heavy	(V) Very Heavy
Exerting up to 10 lbs. occasionally or negligible weights frequently; sitting most of the time.	Exerting up to 20 lbs. occasionally; 10 lbs. frequently; or negligible amounts constantly; OR requires walking or standing to a significant degree.	Exerting 20-50 lbs. occasionally; 10-25 lbs. frequently; or up to 10 lbs. constantly.	Exerting 50-100 lbs. occasionally; 10-25 lbs. frequently; or up to 10-20 lbs. constantly.	Exerting over 100 lbs. occasionally; 50-100 lbs. frequently; or up to 20-50 lbs. constantly.

#	Code	Essential Functions
1	M	Completes service orders including move-ins, move-outs, disconnects, and reconnects; Installs meters, pulls and inspects meters for leaks and tampering, checks meter orders, verifies meter information.
2	L	Reads meters according to monthly schedule; loads routes on to mobile meter reading devices. Drives mobile collector to related cycle following route, to collect automated reads. Uploads data completed into the AMR system, prints reports, and creates service orders to resolve meter issues.
3	M	Performs meter maintenance; removes, replaces and repairs water meters and meter boxes. Changes meter registers, verifies and updates meter information.
4	L	Interacts with contractors, engineers, and a variety of City customers. Troubleshoots customer concerns and water service issues. Retrieves and gathers information for Billing and Customer Service Divisions and coordinates with divisions to accomplish solutions.
5	L	Performs various administrative tasks; logs work daily, creates spreadsheets and other documents as required.



JOB REQUIREMENTS:

-Description of Minimum Job Requirements	
Experience	6-9 months experience. Some previous experience required in the same or similar previous positions. The job requires a general understanding of common techniques, methods, practices, procedures, and use of forms, routines, etc., of an intermediate nature.
Education	High school graduation or equivalency .
Technical Skill	Skilled technical skills. Work requires predominately routine and some non-routine technical skills. Requiring practical knowledge of a technical field with use of judgment and decision-making abilities appropriate to the work environment to the organization.
Physical Demands	Work requires heavy physical exertion and effort. Forces exerted are equivalent to lifting between 25 and 50 pounds. The need for physical stamina and endurance is great. The degree of physical strain produced on the job is high. It results in fatigue, and requires periods of rest. Job requirements for manual dexterity and physical manipulation are high. Work could involve the coordination of body movements involving various body postures.
Contacts	Contacts are necessary to perform the job as work involves internal and external contacts for the purpose of providing guidance, instruction or technical advice or for the purpose of explaining business matters by interpreting organizational policy. Improper handling would cause problems in relationships. Work involves occasional contact with people who are upset, uncooperative or have difficulty communicating their requirements and/or an occasional requirement to communicate information that people do not want to hear or may find upsetting.
Responsibility	May show another employee how to perform a task or may have some lead authority over one or more people for a short period of time through the year. May train replacement and/or co-worker in own job functions.
Accountability	Decision/action situations have a moderate impact on the organization. Errors are usually detected after the fact and may result in significant interruption and delay in work output and may have a moderate impact on resources within a department. Errors may have an impact on other departments and external relationships.
Environment	Exposure to moderately adverse and undesirable environmental conditions. Some health and safety adverse risks. May require safety equipment and precautions.
Safety	Responsibility for personal performance as a source of minor safety risk. Work involves intermittent but daily use of equipment, tools or materials or defusing of potentially volatile situations.
Reading	Basic - Ability to recognize meaning of common two- or three-syllable words. Ordinarily, such education is obtained in elementary school up to high school. However, it may be obtained from experience and self-study.
Math	Basic - Ability to perform the four basic arithmetic operations (addition, subtraction, multiplication, division). Ordinarily, such education is obtained in elementary school up to high school. However, it may be obtained from experience and self-study.
Writing	Basic - Ability to write simple sentences containing subject, verb, and object, and/or series of numbers, names, and addresses. Ordinarily, such education is obtained in elementary school up to high school. However, it may be obtained from experience and self-study.
Certifications & Other Requirements	Valid Arizona Class “D” Drivers License required at time of hire.



OVERALL PHYSICAL STRENGTH DEMANDS:

-Physical strength for this position is indicated below with “M”-				
Sedentary	Light	Medium	Heavy	Very Heavy
Exerting up to 10 lbs. occasionally or negligible weights frequently; sitting most of the time.	Exerting up to 20 lbs. occasionally, 10 lbs. frequently, or negligible amounts constantly OR requires walking or standing to a significant degree.	Exerting 20-50 lbs. occasionally, 10-25 lbs. frequently, or up to 10 lbs. constantly.	Exerting 50-100 lbs. occasionally, 10-25 lbs. frequently, or up to 10-20 lbs. constantly.	Exerting over 100 lbs. occasionally, 50-100 lbs. frequently, or up to 20-50 lbs. constantly.

PHYSICAL DEMANDS:

C Continuously 2/3 or more of the time.	F Frequently From 1/3 to 2/3 of the time.	O Occasionally Up to 1/3 of the time.	R Rarely Less than 1 hour per week.	N Never Never occurs.
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Note: This is intended as a description of the way the job is currently performed. It does not address the potential for accommodation.

-Physical Demand-	-Frequency-	-Brief Description-
Standing	C	Observing work site, observing work duties, communicating with co-workers
Sitting	F	Meetings, driving
Walking	C	To other departments/offices, around work site
Lifting	F	Supplies, equipment
Carrying	F	Supplies, equipment
Pushing/Pulling	R	Equipment/tools, hoses
Reaching	F	For supplies, for equipment/tools
Handling	R	Paperwork
Fine Dexterity	O	Computer keyboard, tools/equipment
Kneeling	O	For maintenance, in equipment
Crouching	O	Retrieving items from lower shelves/ground
Crawling	R	Under equipment, inside attics/pipes/ditches
Bending	F	Making repairs
Twisting	O	Operating equipment
Climbing	N	Stairs, step stools
Balancing	N	On step stools
Vision	C	Reading, computer screen, driving, observing work site
Hearing	C	Communicating via telephone/radio, to co-workers/public
Talking	F	Communicating via telephone/radio, to co-workers/public
Foot Controls	F	Driving
Other (specified if applicable)		



MACHINES, TOOLS, EQUIPMENT, SOFTWARE, AND HARDWARE:

Standard office equipment, Microsoft Office, laptop, Read-One Pro, CE 5320 handheld computer, “MX 900” mobile collector, variety of vehicle/construction operated equipment, variety of hand tools, small power tools

ENVIRONMENTAL FACTORS:

C Continuously	F Frequently	O Occasionally	R Rarely	N Never		D Daily	W Several Times per Week	M Several Times per Month	S Seasonally	N Never	
-Health and Safety Factors-						-Environmental Factors-					
Mechanical Hazards					F	Respiratory Hazards					S
Chemical Hazards					O	Extreme Temperatures					S
Electrical Hazards					O	Noise and Vibration					D
Fire Hazards					R	Wetness/Humidity					S
Explosives					R	Physical Hazards					W
Communicable Diseases					N						
Physical Danger or Abuse					N						
Other:											

PROTECTIVE EQUIPMENT REQUIRED:

Hard hat, eye protection, safety footwear, vest, hearing protection, and work gloves.

NON-PHYSICAL DEMANDS:

F Frequently From 1/3 to 2/3 of the time	O Occasionally Up to 1/3 of the time	R Rarely Less than 1 hour per week	N Never Never occurs
-Description of Non-Physical Demands-			-Frequency-
Time Pressure			F
Emergency Situation			F
Frequent Change of Tasks			F
Irregular Work Schedule/Overtime			O
Performing Multiple Tasks Simultaneously			F
Working Closely with Others as Part of a Team			O
Tedious or Exacting Work			R
Noisy/Distracting Environment			F

PRIMARY WORK LOCATION:

Office Environment		Vehicle	
Warehouse		Outdoors	X
Shop		Other	