



San Juan Water District
9935 Auburn Folsom Road
Granite Bay, California 95746
(916) 791-0115
www.sjwd.org

Position Description

Meter Technician

Status: Non-exempt, Non-Safety Sensitive
Supervisor: Customer Service Manager
Effective Date: August 2, 2018

Supervision Received and Exercised

Receives direct supervision from the Customer Service Manager. Does not provide supervision to others.

Primary Function

Read and record consumption for retail water meters; respond to customer requests and inquiries related to metering; and identify, record and perform minor maintenance and repairs on metering equipment.

Essential Duties - *Depending upon assignment, duties may include, but are not limited to, the following:*

- Read and record District retail meters manually and with hand-held equipment.
- Read and record District facility meters.
- Read and record District wholesale meters where interties exist with wholesale agency customers.
- Review consistency of meter readings; ensure that meters register data accurately; report high/low meter reads.
- Organize routes to accommodate new meters and update existing routes.
- Obtain re-reads and other requested reads.
- Tactfully and politely respond to customer concerns and inquiries related to meter service and reads.
- Perform minor maintenance and repairs on meters.
- Test meters for accuracy as needed.
- Clear meter boxes from landscaping, brush, overgrowth and other obstacles.
- Mark meter locations and other identifiers on pavement and meter box lids using waterproof paint.
- Assist with customer notifications and shutoffs as needed.
- Assist Field Services as directed.
- Work cohesively with Customer Service in resolving issues related to meters and meter reads.
- Research and assist in the evaluation of meters and meter reading equipment.
- Perform water audits by zones as directed.
- Correspond to customers verbally and in writing.

- Prepare simple reports.
- Ensure meters are registering properly.
- Repair and/or report service leaks and malfunctioning meters.
- Identify and report unusual meter conditions, defects, leaks and/or suspicious conditions, including unauthorized connections.
- Follow the District's safety standards.
- Perform monthly inspections on meter reading vehicles.
- Perform related duties as assigned.

Minimum Qualifications

Knowledge of:

- District policies, rules, regulations and procedures related to position.
- Utility meters, meter reading/recording devices and related equipment.
- Code of Ordinance related to water service.
- Basic mathematical principles.
- Effective and tactful communication techniques.
- Occupational hazards and standard safety practices.
- Common public relation courtesies, practices and techniques.

Ability to:

- Proficiently and accurately read meters.
- Operate and maintain metering equipment and tools.
- Prepare and maintain metering records.
- Work outdoors in all weather conditions with exposure to dust, dirt, water and significant temperature variations.
- Quickly learn District geography, street locations, and location of meters.
- Deal tactfully and courteously with the public.
- Perform assigned duties under general supervision in an independent manner according to overall directives within the context of established guidelines.
- Effectively communicate, both orally and in writing.
- Establish and maintain effective working relations with the public and District staff.
- Utilize strong analytical skills.
- Proficiently utilize a computer and applicable software.
- Utilize trouble shooting and diagnostic techniques.
- Maintain and repair meters and/or report to appropriate personnel as required.
- Prepare simple reports and spreadsheets.

Experience, Education, Licenses and Certificates:

Any combination of experience and training that would provide the required knowledge and abilities is qualifying. A typical way to obtain the required knowledge and abilities would be:

Required:

- Exposure to working with the public.
- High school diploma or equivalent with the ability to read and write at a level necessary for successful job performance.
- Valid California Driver's License issued by the California Department of Motor Vehicles.
- Proof of good driving record.

Desirable:

- Some experience reading and maintaining utility meters is desirable.

Physical Capabilities

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform functions.

<i>Physical Requirements</i>	<i>Rarely (0-12%)</i>	<i>Occasionally (12-33%)</i>	<i>Frequently (34-66%)</i>	<i>Regularly (67-100%)</i>
Seeing				√
Hearing				√
Standing/Walking				√
Climbing/Stooping/Kneeling				√
Lifting/Pulling/Pushing				√
Sitting	√			
Approximate Maximum Weight to Lift			50 Pounds	
Fingering/Grasping/Feeling				√
Describe Working Conditions	95 Percent Outdoors in all weather conditions, 5 Percent Indoors			