



Job Classification:	Meter Reader Trainee / I / II
Representation:	SEIU Local 1021
Wage Schedule Range:	9 / 11 / 13
FLSA:	Non-exempt
Effective Date:	September 2007
Revision Date:	February 2018, August 2018

Classification specifications, i.e. Job Descriptions are intended to present a descriptive summary of the range of duties and responsibilities performed by an incumbent in the classification. Furthermore, specifications are not intended to reflect all duties and responsibilities of an incumbent in the classification.

Summary

Under general supervision responsible and accountable for reading all water meters and maintaining/repairing water meters within the distribution system of the Calaveras County Water District. Enters readings into a hand-held data entry terminal. Reports abnormal or suspicious meter readings or usage patterns to Supervisor. Delivers shut-off notices; assists Customer Service and other departments with shut-offs, turn-ons, errands, delivery of service interruption notices, and responding to customer service orders. Reviews commercial accounts for proper meter size and rates based on type of business served from information provided. May perform duties of Distribution Worker I in determining/repairing cause/location of leaks and other problems. Maintains small meter inventory for repairing/replacing residential meters. Interacts with customers to gain access to their premises and answers questions as required.

Meter Reader Trainee is an incumbent with no experience, undergoing training on the locations of both commercial and residential meters throughout the District, procedures and methods of accurate and timely meter reading, including use of reading equipment and transferring data, techniques to identifying and evaluating incorrect or unusual reads at individual locations,

Meter Reader I is distinguished from the Meter Reader Trainee by the ability to with greater independence in performing the meter reader function and meeting required schedules. The Meter Reader I will be able to recognize inconsistencies and discrepancies, the needs for meter and/or meter lid repairs/replacements, meter box cleanout and accessibility needs and takes steps to correct these.

Meter Reader II is distinguished from the other levels by being fully trained in the areas of meter reading and associated duties, including adjusting schedules as needed to complete reading and other duties assigned. The Meter Reader II position is very knowledgeable of District requirements relative to review/reporting related to commercial and master meters

Supervision Received and Exercised

General direction is received from the Director of Operations. The Meter Reader II may provide day-to-day oversight of the work of Meter Reader I, including training on use of equipment and routes. Administrative oversight of the class is performed by the assigned Manager or Department Head.

Essential Duties - *The following duties are typical for this position. Depending upon the assignment, the employee may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address District needs and changing business practices. The omission of specific statements of duties does not exclude the position if the work is similar, related or a logical assignment to the class.*

- Maintains a pace of work that enables completing assigned work within regularly scheduled deadlines.
- Reads residential meters on assigned routes
- Accurately enters data into hand-held units
- Transfers data into computerized system on a regular basis.
- Notes and reports readings that appear to be unusually high or low.
- Performs minor water-meter maintenance tasks including but not limited to meter cleaning; cleaning out meter box of debris that prohibits reading, replacing damaged meter lids, notes meters or meter boxes or valves that may need repair; completes repairs/replacement including raising of meters.
- Detects and reports leaks while in the field; Receives and reports customer complaints while in the field.
- Responds to Customer Services requests for opening and final meter reads and disconnections.
- Delivers notices/tags for potential shut-off; notices of potential service interruption due to other District activities.
- Interacts with the public with tact, courtesy, good judgment, and knowledge of the District's policies and philosophy of service to its customers.
- Clears, collects, and removes brush; controls weeds from around meters in rural locations, using cutting tools or weed killers.
- May assist other District staff as directed.
- Establish and maintain an effective and cooperative working relationship with coworkers through knowledge of work, personal and professional conduct, and good judgment.
- Regular attendance and adherence to prescribed work schedule to conduct job responsibilities.
- Perform related duties as assigned or required for the ongoing operation of the District's business.

Additional, for Meter Reader II:

- Ensures proper functioning of handheld or other read equipment and arrangements for maintenance or repair as necessary.
- Revisits/investigates causes for miss-reads, no-reads in timely fashion for billing; undertakes corrective action as needed.
- Ensures small inventory of meters, meter lids, meter glass and tools appropriate for in-field meter repairs for each reader vehicle.
- Coordinates with Supervisor to assist with clearing brush or applying weed killer around District facilities throughout the County.
- On a periodic basis, undertakes review of commercial accounts to ensure meter size, account records, and billing assumptions are not in conflict with actual business circumstances seen in the field.
- With supervisor, undertakes occasional review of records and logs of reads to ensure efficient performance of the readers; undertake corrective action as necessary.
- Undertakes training new meter readers with regard to policies, procedures, routes, and associated documentation and equipment use.
- With supervisor, on a periodic basis undertakes review of route sequencing.
- Assists in revising and upgrading procedures, methods, equipment, or any other aspect of reading meters or collecting water usage information, to improve District operations in this area.

Qualifications - *Any combination of training and experience that would provide the required knowledge, skills and abilities is qualifying.*

Knowledge of:

- Hand tools and their use and maintenance.
- Basic computer operation, including WORD and special purpose meter reading programs and equipment.
- Arithmetic and basic mathematical calculations, including percentages and decimals.
- District policies and procedures with regard to the connection and disconnection of water service and general utility operations.
- Personal protective equipment, including dust/mist masks, gloves, dog repellent.
- Safety issues as may be related to working in extreme weather conditions, lifting, climbing and descending, lifting and carrying loads, and defensive driving in inclement weather.
- Principles and practices of effective customer service.
- Microsoft Office Suite programs for word processing and spreadsheets.
- Standard business practices such as letter writing, report writing, preparing informational materials in visual formats.
- English language usage, spelling, grammar, and punctuation.

Ability to:

- Drive a vehicle, including small trucks and a right-hand-drive vehicle.
- Read and differentiate numbers and other details with a high degree of accuracy.
- Interact with dogs without fear or hesitation as well as other wildlife that may be encountered in the course of work.
- Learn and memorize a number of codes.
- Compare, count, differentiate, measure, and/or sort data and information.
- Perform arithmetic calculations involving addition, subtraction, multiplication, and division of decimals and fractions.
- Make sound decisions in a manner consistent with the essential job functions.
- Adjust work pacing to complete assigned tasks in the time allotted.
- Assimilate and understand information in a manner consistent with the essential job functions.
- Engage in tactful and courteous communication with the public.
- Learn local street names, locations, county geography and topography.
- Work effectively without supervision for long periods.
- Work in varying weather conditions, including extreme heat, cold, rain, and snow.
- Adapt to changing technologies and learn functionality of new equipment and systems
- Plan, coordinate, and organize work to meet deadlines with accuracy, thoroughness, and attention to detail.
- Work independently and prioritize multiple tasks often under time constraints and with limited supervision.
- Read, understand and carry out written and oral directions in a clear, concise, and consistent manner.
- Operate a variety of automated office machines typical of a work environment such as a multi-function printer/copier/scanner machine, and fax machine.
- Operate a computer for the effective operation of the Department including word processing, database, spreadsheet, e-mail, internet and an integrated accounting software package
- Communicate clearly and concisely both orally and in writing with District staff, co-workers, consultants and the public in one-to-one and group settings.

Education and Experience – *Any combination of education and experience which would likely provide the required knowledge, skills and abilities is qualifying. A typical way to obtain the required qualifications would be:*

Trainee: No experience is required.

Meter Reader I: Two (2) years of experience in a meter reading position using computer-type equipment, basic arithmetic, basic mechanical aptitude and/or personal public contact. Prior

experience as meter reader in a comparable public agency would count as up to two (2) years of experience.

Meter Reader II: Six (6) years prior experience in a meter reading position using meter reading equipment and working with the public. Four (4) years of such experience should be experience as Meter Reader I. Prior experience as meter reader in a comparable public agency would count as up to two (2) years of experience.

Licenses and Certifications

All levels require a valid California Driver's License issued by the California Department of Motor Vehicles.

Trainee: Must obtain a California Distribution Certification Grade 1 within one (1) year of employment.

Meter Reader I: California Distribution Certification Grade 1.

Meter Reader II: California Distribution Certification Grade 2. The most senior level employee in this level shall also obtain a Weed Abatement License issued by Calaveras County.

Physical Requirements

While performing the duties of this job, the employee is regularly required to walk long distances, stand, sit; exert considerable physical effort involving stooping/kneeling, pushing/pulling, climbing/balancing, lifting/carrying, bending, and performing other similar actions during the course of the workday. Incumbents require sufficient mobility to work in a field setting with exposure to a variety of weather conditions, slippery and uneven surfaces. While performing the job duties the incumbent is required to operate hand tools and equipment and transport materials and supplies weighing up to 95 pounds; use fine and gross motor coordination in using numerous maintenance, power, and hand tools, and equipment and machinery; reach with hands and arms; travel regularly by vehicle for District related duties; use standard office equipment such as computers, copiers, and FAX machines; hearing and vision within normal ranges with or without correction. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Work Environment

Work both indoors (generally in a typical office or warehouse setting) and outdoors are required. While performing the duties of this job outdoors, the working conditions are of a varying degree, from snow to extreme heat. Additionally, incumbents in this position will have exposure to cleaning supplies, solvents, dusts, and other outdoor environmental elements. While performing the duties of this job indoors, the working conditions are those of a typical office environment, with temperatures occasionally too warm or too cold, moderate noise

levels and under lighting conditions typical of an office. Travel between District facilities will be necessary via District vehicle for District related duties and activities.

Additional Requirements

- 18 years of age.
- Eligible to work in the United States.
- Must be available for regular weekly on-call, emergency standby, and to be called back and work emergency overtime as required.