

## **WATER METER SERVICE WORKER**

### **DEFINITION**

Under close supervision, reads water meters and records water usage for billing purposes.

### **ESSENTIAL FUNCTIONS**

(Essential functions, as defined under the Americans with Disabilities Act, may include the following tasks, knowledge, skills and other characteristics. This list of tasks is ILLUSTRATIVE ONLY, and is not a comprehensive listing of all functions and tasks performed by positions in this class). Incumbents in this class may not be required to perform all duties listed and may be required to perform additional, position-specific duties.

### **TASKS**

Reads water meters and records water usage for billing purposes; assists in the repair, removal and installation of water meters and related parts and components; replaces broken and/or missing meter boxes and lids; monitors meter performance; turns water service on or off as instructed; cleans water meters and assists in the repair of dials; performs re-reads to verify accuracy of water usage; responds to or refers customer concerns or complaints to appropriate staff.

### **KNOWLEDGE, SKILLS AND OTHER CHARACTERISTICS**

Knowledgeable of water meter reading methods and techniques  
Knowledgeable of occupational hazards and safety guidelines  
Knowledgeable of customer service techniques and concepts  
Skilled in working within deadlines to complete projects and assignments  
Skilled in following oral and written instructions  
Skilled in establishing and maintaining effective working relationships  
Ability to perform essential duties with little supervision  
Ability to effectively communicate verbally and in writing in English

### **WORK ENVIRONMENT AND PHYSICAL REQUIREMENTS**

Work is performed in an outdoor environment. Work may require frequent standing, walking, bending and lifting up to 50 pounds. Incumbents may be exposed to repetitive motion, extreme temperatures and weather, areas under construction, standing or stagnant water, loose or unstable surfaces, high pressure water and sewer lines, sewer fumes and gases and high voltage.

### **QUALIFICATIONS**

A high school diploma or equivalent, **AND** one (1) year experience in reading and maintaining service meters **OR** field customer service work. Must possess at the time of application and maintain a valid California Driver's License.