



CRESCENTA VALLEY WATER DISTRICT

METER READER

Job Description

SUMMARY DESCRIPTION

Under supervision of the Customer Service Manager, the Meter Reader accurately reads and records readings of water meters on an assigned route, reports leaks and damage to meters or boxes, and may make routine repairs and perform other duties as assigned.

This position requires a person who is deliberate about teamwork and professionalism, is flexible, a good listener, and can express ideas and exercise good judgement in analyzing situations and making decisions.

REPRESENTATIVE DUTIES

The following duties are typical for this classification. Incumbents may not perform all duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.

- Drive to and walk preset routes to read residential and commercial water meters on an assigned route;
- Accurately enter readings in handheld device;
- Report meter leaks or damage to meter boxes;
- Receive and report complaints;
- May install and/or replace new water meters and meter lids and keep records of replacement;
- Retrofit existing meters and lids to conform with advanced metering infrastructure requirements;
- Troubleshoot and/or repair meter connectivity issues;
- Investigates and reports on high or low water consumption problems;
- Establish and maintain cooperative working relationships with co-workers, outside agencies, and the public;
- Regular attendance and adherence to prescribed work schedule to conduct job responsibilities.
- May assist with and complete general meter repairs;
- Participates in the implementation of AMI;
- Provides customer service support;
- Performs related duties as assigned.

QUALIFICATIONS

The successful candidate will reflect the District's core values as shown in the Strategic Plan. In addition, the following generally describes the knowledge and ability required to enter the job and/or be learned within a reasonable period of time in order to successfully contribute to the District's mission and vision.

Ability to:

- Gain the confidence and cooperation of colleagues, working cooperatively across other departments;
- Analyze problems, identify alternative solutions, and implement recommendations in support of goals;
- Complete duties and uphold responsibilities with minimal supervision;

- Read water meters and maintain accurate records;
- Drive a vehicle safely;
- Follow verbal and written directions;
- Perform arithmetic calculations;
- Operate a computer and related software; electronic and other field instrumentation;
- Exercise good judgment;
- Communicate clearly, tactfully and courteously;
- Uphold the District's organizational values.

Knowledge of:

- Basic working principles of water meters
- Basic mathematics
- Recordkeeping
- Proper work safety standards

LICENSES/CERTIFICATES:

- **California Department of Motor Vehicle - Driver License:** Possession of a CA State Class C driver's license. Failure to maintain such required license(s) may be cause for disciplinary action, including dismissal. The District will engage in an interactive process and explore reasonable accommodations for any applicant who cannot meet this requirement due to a disability.

Possession and proof of a driving record free of multiple or serious traffic violations or accidents for at least two (2) consecutive years.
- **State Water Resources Control Board ("SWRCB") - Water Treatment and Water Distribution Operator Certificates:** Possession of, or the ability to obtain within twelve (12) months from the date of employment, a valid D1 certificate issued by the CDPH for work assignments in the Water Division.

EXPERIENCE AND EDUCATION:

Any combination of equivalent experience and/or education that provides the required knowledge and abilities would be considered qualifying. A typical way to obtain the knowledge and abilities would be:

- Completion of high school or a G.E.D. Coursework in water or wastewater or other related specialized training is highly desirable.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT:

- **Environmental:**
 - Exposure to the sun: 50% to 100% work time spent outside and exposed to the sun.
 - Work above floor level: Some work done on ladders or other surfaces between 4 and 30 feet above the ground.
 - High temperatures: Considerable work time in hard manual labor in temperatures between 80-100 degrees.
 - Work in and around confined space entries.
 - Humidity: Work in areas with unusually high humidity.

- Wetness: More than 10% of the work time is spent fully or partially wet.
- Noise: Occasionally there are unusually loud sounds.
- Slippery surfaces: Occasional works on unusually slippery surfaces.
- Oil: Some parts of the body will occasionally come in contact with oil or grease.
- Dust: Works in or around areas with minor amounts of dust.
- Irregular or extended work hours: Occasionally required to change working hours or work overtime and weekends, depending on conditions or the needs of the District.
- Possible standby hours and rotation (based on need and possession of valid certificates).
- Physical:
 - Stands and walks for extended time periods.
 - Stoops, kneels, crouches, crawls, and climbs on a regular basis.
 - Operate District vehicles and equipment for the purpose of accomplishing water system construction, maintenance, and repair work.
 - Must be able to carry, push, pull, reach, lift, and otherwise maneuver equipment and parts weighing up to 50 pounds or more.
 - Works in an environment with exposure to dust, dirt, chemicals, and significant temperature changes between cold and heat.
 - Communicate orally with District staff in face-to-face/one-to-one settings.
 - Regularly uses a telephone for communication.
 - Regularly uses handheld and other reading and metering devices.
 - Use office equipment, such as computer terminals, copiers, and FAX machines.
 - Hearing and vision within normal ranges with or without correction.
 - Vision: See in the normal visual range with or without correction; vision sufficient to read computer screens and printed documents and to operate assigned equipment.