



San Juan Water District

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

Meter Technician

Position Description

Status: Non-Exempt
Supervisor: Customer Service Manager
Effective Date: July 1, 2007

Supervision Received and Exercised

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

Primary Function

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

Essential Duties - *Duties may include, but are not limited to, the following:*

- Read and record District retail meters; perform all re-reads and other requested reads; ensure meters are registering properly.
- Tactfully and politely respond to customer concerns and inquiries related to meter service and reads; correspond to customers verbally and in writing.
- Accept customer payments; assist with customer notifications and shutoffs as needed.
- Test meters for accuracy as needed; perform minor maintenance and repair of meters.
- Clear service areas from landscaping, brush, overgrowth and other obstacles.
- Work cohesively with Customer Service in resolving issues related to meters and readings.
- Research and assist in the evaluation of meters and meter reading equipment.
- Prepare simple reports.
- Repair and/or report service leaks and malfunctioning meters; identify and report unusual meter conditions, defects and/or suspicious conditions; perform water audits as directed.
- Follow the District's safety standards.
- Assist Field Services as directed.
- Build and maintain positive working relationships with co-workers, other District employees and public using principles of good customer service.
- Perform related duties as assigned.

Minimum Qualifications

Knowledge of:

- General principles of meters and meter reading.
- Methods, materials, equipment and tools used for the maintenance of meters.
- Code of Ordinance related to water service.
- Basic math.
- Principles and practices of customer service.
- Modern office procedures, methods and computer equipment.
- Safe work practices.

Ability to:

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- Proficiently and accurately read meters and maintain accurate records.
- On a continuous basis, know and understand operations, and observe safety rules; intermittently analyze problem equipment; identify and locate equipment; interpret work orders; remember equipment location.
- Intermittently, sit while studying or preparing reports; bend, squat, climb, kneel and twist when performing installation of equipment; perform simple and power grasping, pushing, pulling, and fine manipulation
- Operate and maintain metering equipment and tools.
- Perform assigned duties under general supervision in an independent manner according to overall directives within the context of established guidelines.
- Proficiently utilize a computer and applicable software.
- Utilize troubleshooting and diagnosis techniques.
- Maintain and repair meters.
- Prepare simple reports.
- Communicate clearly and concisely, both orally and in writing.
- Establish and maintain effective working relationships with those contacted in the course of work.
- Communicate clearly and concisely, both orally and in writing.

Experience and Education:

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:

Education:

Equivalent to graduation from high school.

Experience:

Exposure to working with the public that including providing customer service.

License or Certificate:

Possession of, or the ability to obtain and maintain, a California Driver's License with a satisfactory driving record. Individuals who do not meet this requirement due to a physical disability will be considered on a case-by-case basis.

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			√	
Approximate Maximum Weight to Lift			50 Pounds	
Fingering/Grasping/Feeling				√
Describe Working Conditions	95 Percent Outdoors in all weather conditions, 5 Percent Indoors			