

CHIEF METER SERVICES WORKER

JOB SUMMARY

Under general direction, supervises and participates in the work of a crew performing skilled tasks in meter services with duties including customer service inquires, meter reading, minor meter repair and maintenance, investigation of water leaks, performs water shutoffs and shutdowns, performs a variety of technical and administrative support functions; and performs related duties as assigned.

EXAMPLES OF DUTIES

(Duties include but are not limited to the following):

- Provides technical leadership and participates in the work of a crew engaged in the duties of the meter services division; implements and enforces District policies and procedures; trains and assesses the performance of new employees within the work unit.
- Evaluates and determines maintenance and repair needs; inspects work for quality; participates in determining equipment, personnel and material needs.
- Sets up schedules and performs meter testing, maintenance and repairs; examines meters for signs of tampering; and keeps accurate and legible records on all repairs.
- Investigates and responds to reports of water leaks throughout the District.
- Arranges the scheduling and notifications to customers regarding potential water interruptions; and performs meter shutoffs for planned water interruptions.
- Oversees the scheduling of meter reading routes, and makes adjustments as necessary.
- Listens to, checks and resolves customer concerns and/or complaints.
- Answers customer questions and advises customers of District codes, policies and procedures regarding water service.
- Prepares letters and notices to customers regarding water shutoffs and shutdowns, easement issues, and other related meter services correspondence.
- Provides on-the-job training in the proper and safe performance of the crew's work, and in the use of tools, equipment and safety devices; inspects and evaluates the work of assigned personnel; coaches and counsels individuals on performance and developmental needs; recommends employee recognition and/or disciplinary action to the Operations Superintendent.
- Enforces proper safety procedures for dangerous working situations such as confined spaces and road/street traffic control.
- Requisitions supplies, materials and equipment to complete assigned tasks.
- Maintains records and prepares a variety of reports including time, supplies and equipment and materials used, and of work accomplished.
- Assists the Operations Superintendent with the annual line-item expenditure budget for the meter services division.

- Participates and coordinates the installation and repair of all District potable water meters, including temporary meters for subdivisions, commercial and irrigation accounts.
- Reads, interprets and works from engineering drawings and blueprints.
- Assists in planning and implementing a preventive maintenance program for the meter services division.
- May assume responsibility in the absence of the Operations Superintendent.
- Recommends updates and/or changes to working procedures and instructions.
- Responds to emergency situations including those occurring after normal working hours.
- Performs other related duties as assigned.

EMPLOYMENT STANDARDS

Knowledge of:

- Advanced journey-level practices, techniques, tools and equipment used in the construction, maintenance and repair of a large potable water distribution system, including mains, service lines, valves, hydrants, meters, related facilities and appurtenances.
- Relevant local, state and federal laws, regulations and guidelines pertaining to water distribution.
- Principles and practices of effective leadership and employee supervision, including training and performance evaluation.
- Safety methods, precautions, procedures and regulations pertaining to all facets of meter and utility work.
- Accurate record keeping methods.
- English usage, spelling, grammar and punctuation.
- Modern office procedures, methods and computer equipment and software.

Ability to:

- Supervise, assign, inspect and evaluate the work of others.
- Motivate and evaluate staff and provide for their training and development.
- Analyze complex meter services problems, evaluate alternatives, and recommend or adopt effective courses of action.
- Develop and implement work standards.
- Prepare clear and concise records, reports and other written materials.
- Exercise independent judgment and initiative within established guidelines.
- Use diplomacy, tact and firmness in dealing with the public.
- Perform all related tasks with advanced journey-level skill.
- Communicate clearly and concisely, both orally and in writing.
- Operate a vehicle observing legal and defensive driving practices.
- Ensure staff adheres to procedural and safety requirements on the job.
- Understand and carry out oral and written instructions.
- Establish and maintain effective working relationships with department personnel, other departments, outside agencies and the public.
- Learn to use computers and related software applications.
- Be available for overtime, standby and after-hour emergencies.

Experience and Education:

Any combination of training, experience and education that could likely provide the required knowledge and abilities stated above, and the ability to perform the duties of the position would be qualifying.

A typical way to obtain the knowledge and abilities would be:

Experience: A minimum of four years of responsible experience in the construction and maintenance of a water distribution system, including meter installation and repair, with at least two years experience in a lead position. Customer service experience is required.

Education: Formal or informal education or training at a level which ensures the ability to read, write, and perform mathematical computations and write reports at a level necessary for successful job performance, and supplemental coursework to meet certification requirements. Supplemental training or coursework in the principles of supervision is desirable.

Licenses and Certificates:

1) Possession of a valid California driver's license, Class C, with ability to maintain insurability under the District's insurance carrier; Class A is desirable. 2) Possession of a State of California Distribution Operator certificate, Grade II, with the ability to obtain a Grade III within eighteen (18) months of appointment. Certification at the required level must be maintained.

Physical Demands:

Hear normal conversation in person and/or on the telephone, with or without electronic aids; see to read fine print; operate hand and power tools requiring strength and coordination; use hands and fingers repetitively to manipulate small objects and print or write legibly; regularly lift over 50 pounds and frequently, over 100 pounds, with assistance; be exposed to harsh substances; be exposed to foul odors within acceptable ranges/levels; work in confined spaces; wear protective apparel including, but not limited to, goggles, face protectors, aprons, shoes and a respirator, as required by OSHA standards and reach with hands and arms.

OTHER REQUIREMENTS

May be required to work evenings, weekends and holidays, and assume stand-by duty as necessary.

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