



City of Winder

Job Description: Meter Service Technician

Department: Utility Billing

Rev 4/12

EEO Function:

Pay Grade: 12

EEO Category: Professional

Status: Non-Exempt

Pay Type: Hourly

Position Number: 1858

I. Chain of Command/ Reports To

Customer Service Manager

II. Job Summary

Under general supervision, the purpose of the position is to perform responsible meter services work. Employees in this classification perform at entry level and are responsible for reading meters, recording consumption, as well as installing, maintaining and repairing meters. Objective is to support correct and timely billing of metered services by accurately and efficiently recording meter readings along a clearly designated work route. Although the employee works independently and is often physically removed from supervision, duties are performed within the framework of pre-established policies and procedures.

III. Essential Duties and Functions

- Handles confidential files and materials
- Assists customers in identifying consumption problems and recommends corrective measures.
- Collects meter data manually and with devices.
- Installs, repairs, and replaces water meters, boxes and lids, and yokes and risers.
- Repairs leaks at meter boxes.
- Repairs meters and registers; replaces registers and worn out parts.
- Checks and calibrates water meters to ensure accurate readings.
- Reports apparent leaks, tampered meters, broken pits and meters.
- Checks water meters for leaks and damage.
- Performs meter audits to detect the theft of utility services.
- Connects and disconnects water service.
- Rereads meters as needed; assists customers with questions abnormal consumption.
- Pulls meters of delinquent accounts as directed; pulls meters for routine maintenance.
- Distributes late notices on delinquent balances.
- Cleans meter boxes and surrounding areas.
- Operates City vehicle.
- Cleans and maintains assigned vehicle and tools or equipment.
- Assists the Finance Department with resolving billing issues.
- Performs related duties as assigned.

IV. Knowledge, Skills, and Ability:

- Knowledge of methods and practices of installing, maintaining, and repairing water meters, boxes, and lids
- Knowledge of the geography and street locations of the City and water system area.
- Advance knowledge of Microsoft Word and Excel.
- Ability to evaluate and analyze customer needs to provide exceptional customer service.
- Ability to maintain confidentiality.
- Ability to use various hand and power tools, including wrenches, pumps, and meter detector.
- Ability to perform mathematical calculations quickly and accurately.
- Ability to correctly interpret and apply City policies.
- Ability to use of various meter reading equipment.
- Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form.
- Ability to proof documents for accuracy and completeness.
- Ability to coordinate and conduct complex, multi-phase projects and programs.
- Ability to pass drug testing as noted in policy.
- Skill in installing, maintaining, and repairing water meters, boxes, and lids.
- Skill in understanding and following oral and/or written instructions.
- Skill in establishing and maintaining effective working relationships with City employees and the public.

V. Licenses and Certifications Required

- Valid driver's license issued by the State of Georgia

VI. Qualifications

- High school graduation or equivalent.
- Two (2) years of construction, general labor or meter reading experience.
- Work evenings, weekends and/or holidays as required.

VII. Physical Requirements

While performing the duties of this job, the employee is regularly required to use hands to finger, handle, or feel; reach with hands and arms; and talk or hear. The employee frequently is required to stand, walk, and sit. The employee is occasionally required to climb or balance; stoop, kneel, crouch, crawl; and smell. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus. The employee must be able to perform heavy physical labor, including having sufficient strength to lift and carry tools and materials weighing up to 65 pounds.

Hearing: Hear in a normal audio range with or without correction.

VIII. Working Conditions:

Essential duties of this position are performed primarily in an outdoor environment in all weather conditions, to include snow, wet and/or humid conditions. While performing essential duties of the job, employees work in an environment of constant noise, are exposed to dust, fumes, smoke, gases, oil, grease, solvents and chemicals, work on uneven surfaces, work around moving vehicles and equipment and on equipment with moving parts and are subject to continuous vibration. The noise level in the work environment may be moderate to loud.

Some travel may be required to maintain training requirements.

IX. Supervisory Controls/Responsibility:

May provide lead work direction and guidance to other employees, providing assistance on assigned projects.

The above statements are intended to describe the general nature and level of work being performed by the person(s) assigned to this job. They are not intended to be an exhaustive list of all duties, responsibilities and skills required of personnel so classified. The approved class specifications are not intended to and do not infer or create any employment, compensation, or contract rights to any person or persons. This updated job description supersedes prior descriptions for the same position. Management reserves the right to add or change duties at any time.