JOB DESCRIPTION

Coachella Valley Water District

Date: February 2012

TITLE: METER READER II

SECTION: METER READER

DEPARTMENT: SERVICE

SRN: A - 22

REPORTING RELATIONSHIP:

Reports to: Meter Reader Manager

Supervises the following positions: Not applicable

DEFINITION:
Under general supervision, performs advanced meter reader duties and demonstrates proficient knowledge of SunGard system, Water Service functions and CVWD policies and procedures. Trains new Meter Readers and performs the duties of a Meter Reader III in their absence.

ESSENTIAL FUNCTIONS:

1. Walks and/or drives alone from meter to meter on an assigned route. Reads water meters and accurately records readings on a utilicorder.

2. Turns water on and off as directed and responds to emergency calls.

3. Provides good customer service to customers, co-workers and other district departments. Works tactfully and courteously with CVWD customers regarding complaints and investigates possible causes of consumption problems.

4. Resolves problems in a timely manner.

5. Rechecks readings when there have been complaints the reading appears to be inaccurate.


7. Locates and checks meters for proper operation. Makes minor repairs in the field such as tightening connections.

8. Informs supervisor and/or water service of any problems, repairs or irregularities.
ESSENTIAL FUNCTIONS Cont’d:

10. Meets with contractors on construction water usage.
11. Performs the duties of the Meter Reader I in their absence.
12. Adheres to district safety practices and procedures.
13. Completes and closes daily work orders with a Mobil Data terminal on a rotating basis.
14. Read state well and construction meters as assigned.
15. Communicates effectively with others both orally and in writing.
16. Records and updates date water was turn off and change customer status with a Mobil Data terminal on a daily basis.

MINIMUM QUALIFICATIONS:

License or Certificates:

Must possess an appropriate California operator’s license issued by the State Department of Motor Vehicles. Driving record will influence employment or classification.

Experience:

Employees seeking to promote to this position must meet or exceed expectations on all categories on the last performance evaluation and have the ability to demonstrate the skills or knowledge of items on the field assessment check list, in addition to………

5 years vocational experience

Or

4 years vocational experience and either a certificate in customer service or a Grade I in water distribution

Or

3 years vocational experience and both a certificate in customer service and a Grade I in water distribution.
Knowledge of:

- Basic mathematics
- Basic Recordkeeping
- Credit arrangements
- Customer service practices and procedures
- Flow measurements
- Good communication skills
- Local street name, locations, geography and service routes
- Meter types
- Plat books
- Safe working conditions
- Safe work practices

Education:

High school diploma or equivalent.

Ability to:

- Accurately enter data into hand-held computer
- Operate desk top and Mobil data terminal
- Communicate effectively with employees, supervisors, and public and maintains cooperative working relationships
- Follow district safety practices and procedures
- Identify problems or inconsistencies and take appropriate action
- Meet the daily expected number of meters read goal per assigned route
- Work cooperatively with others

PHYSICAL REQUIREMENTS:

Driving: Heavy

1. Drives district vehicle to job sites, including over rough terrain.
2. Communications effectively using a two-way radio.
3. Works in extreme weather conditions including heat and rain.
4. Will work in areas containing chemicals, dust, exhaust, fumes, insects, snakes, and dogs.
5. Repeatedly lifts meter lids weighing approximately 1 to 5 pounds.
6. Will work nights and weekends when required.
7. May include but not limited to standing, climbing, walking, lifting, bending, pushing, and/or pulling, crouching, stooping, reading, digging, writing, speaking and listening for extended periods of time.

See Human Resources for physical assessment form.