JOB DESCRIPTION

Coachella Valley Water District

TITLE: METER READER III

SECTION: METER READERS

DEPARTMENT: SERVICE

SRN: A - 24

REPORTING RELATIONSHIP:

Reports to: Meter Reader Manager

Supervises the following positions: Not applicable

DEFINITION: Under general supervision, responds to and investigates the more difficult customer service problems. Resolves and follows through in a timely manner. Is an experienced Meter Reader and has developed a proficient knowledge of SunGard Water Service functions and CVWD policies and procedures. Substitutes for Meter Readers I and II in their absence.

ESSENTIAL FUNCTIONS:

1. Works tactfully and courteously with customers regarding complaints. Investigates possible causes of consumption problems.
2. Resolves problems in a timely manner. Determines possible adjustments to water bills.
3. Disconnect and connect water service as directed and responds to emergency calls.
4. Operates assigned equipment, personal computers, and a variety of software and hardware related to the AMR system, data logging, and GIS mapping. Uses a laptop to retrieve data from AMR meters and use that data to answer customer questions regarding water consumption.
5. Reads meters as assigned. Including AMR meters Also substitutes for Meter Reader I and II in their absence which includes following their meter route.
6. Trains new Meter Readers on job duties and procedures.
7. Assists and advises customers on proper water use for lawn irrigation and how to detect water leaks in the system.
8. Loads and unloads data from utilicorder.
9. Uses a detector to locate meters and operates a meter tester to determine meter accuracy.
10. Assists Chief Meter Reader and may carry out their job duties in their absence.
11. Assists Meter Reader Supervisor in restructuring meter routes.
MINIMUM QUALIFICATIONS:

License or Certificates: Valid California Operators license issued by the State Department of Motor Vehicles. Department of Motor Vehicles driving record may influence employment or classification

And

Within 24 months of position appointment, must obtain a Water Distribution Operators Certificate, Grade I issued by the State Department of Health. Failure to achieve or maintain required certification may influence employment or classification.

Experience: Any combination of training and experience which would likely provide the required knowledge and abilities or two years as a Meter Reader II or advanced Meter Reader position.

Knowledge of:
- Meter reading procedures
- Basic meter repair on fire hydrants
- Basic mathematics
- Local street names, locations, and geography
- Plat books
- Calibration of replenishment wells and construction meters
- District billing cycles and meter reader routes
- Metal locator

Abilities:
- Communicate effectively with employees, supervisors, public, and maintain cooperative working relationships
- Meets the daily expected number of meters read goal per assigned route
- Follow district safety practices and procedures
- Identify problems or irregularities and take appropriate action
- Use developed customer service skills
- Accurately enter data into handheld computer
- Maintain accurate records and reports

Education: High School diploma or equivalent

PHYSICAL REQUIREMENTS:

1. Drives a District truck to job sites and uses a two-way Heavy radio to communicate with supervisor and Water Service department.

2. Works in extreme weather conditions including heat and rain. May work in areas containing chemicals, dust, exhaust, fumes, insects, snakes and dogs.

3. Repeatedly lifts meter lids weighing approximately 1 to 5 pounds.

See Human Resources for physical assessment form.