



**METER READER II**  
**Customer Service Department**

**Range: 30**  
**Salary:**

**JOB DEFINITION:** Under general supervision, to read meters, record and report water usage and other information relevant to water service; perform customer service related duties; and to do other work as assigned by the Customer Service Supervisor.

**SUPERVISOR:** Customer Service Supervisor

**DISTINGUISHED FROM LOWER RANGE POSITION(S):**

This position differs from the Meter Reader I position as it requires more experience and extended knowledge with regard to the Agency's metering system, meter operations and repairs, routing of meter reading routes, etc.

**EXAMPLE OF DUTIES:**

On an assigned route and schedule, reads water meters and records the reading utilizing electronic meter reading equipment; may assist in the training of new meter readers; locates and checks meters for proper operation; assists with the re-sequencing or addition of meter reading routes to accommodate local growth/development; checks readings when there have been customer inquiries; may perform high bill investigations, re-reads, and general customer service related work; turns water on and off as directed; collect past due accounts; meets with customers in regard to water service problems, determines possible solutions and initiates action to remedy those problems; makes minor repairs to meters and service stops while in the field; responds to emergency calls; and assists in other functions of the department as assigned

**QUALIFICATIONS:**

**Schooling:** High School Diploma or G.E.D.

**Certification(s):** State Department of Health Distribution I

**Experience:** Two years of experience as a Meter Reader I at the Desert Water Agency, or any combination of training and experience which would likely provide the required knowledge and abilities for the performance of these duties

**Knowledge:** Possess and demonstrate a competent working knowledge of the Agency meter reading system, water service functions and policies; local street names, locations and geography; safe work practices

**Ability:** Read water meters with speed and accuracy; make minor repairs to water meters; perform arithmetical calculations; drive a light truck; deal courteously, effectively, and tactfully with the public; maintain a neat and orderly personal appearance; understand and carry out oral and written directions; work independently and maintain a work schedule; establish and maintain cooperative working relationships with fellow employees

**License(s):** Possession of a valid drivers' license issued by the California Department of Motor Vehicles appropriate for the use of Agency vehicles required in the fulfillment of the job duties for this position, with an acceptable driving record

**PHYSICAL REQUIREMENTS:**

**Climbing:**  yes  no **Frequency:** Continual  Often  Infrequently  Never

Examples: Getting in and out of vehicles, climbing stairs, climbing over fences, climbing hills

**Bending:**  yes  no **Frequency:** Continual  Often  Infrequently  Never

Examples: Picking up meter lids and reading meters, picking up boxes, searching for leakage, etc.

**Lifting:**  yes  no **Frequency:** Continual  Often  Infrequently  Never

Examples: Lifting daily mail drops/receipts, lifts Itron meter reading equipment, valve keys

**Digging:**  yes  no **Frequency:** Continual  Often  Infrequently  Never

Examples: Digs out meter boxes, makes repairs at meters/service stops

**Sedentary/sitting:**  yes  no **Frequency:** Continual  Often  Infrequently  Never

Examples: Sitting at desk, driving or riding in vehicles

**Standing:**  yes  no **Frequency:** Continual  Often  Infrequently  Never

Examples: Standing on all types of indoor and outdoor surfaces

**Repetitive motion:**  yes  no **Frequency:** Continual  Often  Infrequently  Never

Examples: Operation of equipment such as computer keyboard, Itron handheld, radio, telephone, meter hook use, etc.

**WORK ENVIRONMENT:**

Generally, the majority of work is typically performed outdoors and will take place in all weather conditions, including extreme heat in excess of 110°; on occasions, work will be assigned within the Agency Operations Center or outlying Agency facilities.

**I have reviewed this Job Description with my Supervisor and received a copy.**

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Supervisor Signature

\_\_\_\_\_  
Date

***The specific statements shown in each section of this job description are not intended to be all-inclusive. They represent typical elements and criteria necessary to successfully perform the job.***