

DESERT WATER



METER READER I Customer Service Department

Range: 27
Salary:

JOB DEFINITION: Under 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 is the entry level position in the Customer Service Department.

EXAMPLE OF DUTIES:

On an assigned route and schedule, reads water meters and records the reading utilizing electronic meter reading equipment; locates and checks meters for proper operation; 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 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): **Employee must obtain** a **Water Distribution I Certification within 24 months** of the start of their employment. If certification is not obtained, the **employee will be terminated** from their job.

Experience: One year of experience as a Water Service Worker 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: Working principles of water meters; 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.