



## **METER SERVICE TECHNICIAN**

### **CLASSIFICATION SPECIFICATION**

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**FLSA STATUS:** Non-Exempt

**BARGAINING UNIT:** General

#### **JOB SUMMARY**

Under supervision, the Meter Service Technician is responsible for reading and recording water usage, installing, repairing, and maintaining water meters and backflow devices, and responding to field service issues, including emergencies. This role involves providing direct customer service, performing utility locates, programming and troubleshooting automated meter reading systems, and ensuring compliance with District standards. The position may include standby duties and requires the ability to respond quickly to emergencies and work efficiently with advanced meter technologies. Performs related duties as assigned

#### **DISTINGUISHING CHARACTERISTICS**

The Meter Service Technician is an entry-journey level role within the Meter Service series. This position focuses on fieldwork, involving customer service, emergency response, and technical expertise in water meter and backflow system management. It is distinguished from the Meter Supervisor position, which involves higher-level decision-making, technical complexity, and the supervision of staff.

#### **WORK SCHEDULE**

Irregular or extended work hours: Occasionally required to change working hours or work overtime.

#### **EXAMPLES OF DUTIES AND RESPONSIBILITIES (ILLUSTRATIVE ONLY)**

**Duties may include, but are not limited to, the following:**

- Provide field customer service, addressing issues related to water meters, backflows, dirty water complaints, and low-pressure concerns. Engage directly with customers to resolve issues.
- Act as the first responder for mainline and service line leaks, assessing the situation and determining whether to perform repairs or call-in additional crews. Manage USA tickets for emergency locates.
- Build, install, repair, test, and troubleshoot backflow devices. Install, program, troubleshoot, and repair Zenner MIUs, meters, collectors, repeaters, and ACERS using programming devices.
- Perform USA locates for underground utilities to ensure safe excavation and coordinate with contractors.
- Install and repair hydrant meters and take meter readings as needed.
- Serve non-compliance letters to customers regarding backflow devices and ensure adherence to regulations.
- Set up cones, street signs, and other safety measures as required for field operations.
- Conduct inspections for backflow compliance for office staff and verify seals on equipment.

- Read and record water usage from mechanical water meters, clean meter boxes, and service trucks. Maintain records of new listings, malfunctioning meters, and completed repairs.
- Rebuild meters, test for accurate flow, assist with inventory, and perform related duties as assigned.

**Knowledge of:**

- Broad overall District operations including water delivery and distribution system.
- Geography of the District and the location of District facilities.
- Applicable District policies, regulations, and standard operating procedures used in the operation, testing, and repair of water meters and testing devices.

**Ability to:**

- Work with clients, customers, contractors, external stakeholders, and the public to assess their needs, provide information or assistance, establish and maintain relationships, resolve their problems, or satisfy their expectations; understand and apply District practices, policies, and services; provide quality services.
- *“Demonstrate the ability to manage workload and complete assigned backflow testing tasks within established operational goals.”*
- Express information to individuals or groups effectively, considering the audience and nature of the information; make clear and convincing oral presentations; listen to others, attend to nonverbal cues and responding appropriately.
- Prepare written communications, reports, and presentations in a clear, concise, organized, and convincing manner for the intended audience.
- Use applicable computers, software applications, databases, telephones, other office equipment, and automated systems to accomplish work.
- Maintain regular and predictable attendance.

**MINIMUM QUALIFICATIONS**

**Education and Experience:**

Any combination of education, experience, and training that would provide the required knowledge and abilities is qualifying. A typical way to obtain the required knowledge and abilities would be:

**Education:** High school diploma or the equivalency thereof sufficient to assure the ability to read and write at the level required for successful job performance.

**Experience:** One (1) year of experience in work requiring mechanical aptitude and public contact.

**Required License, Certificate or Training:**

- Possession of an appropriate California driver's license, Class C, issued by the State Department of Motor Vehicles. Possession and proof of a good driving record as evidenced by freedom from

multiple or serious traffic violations or accidents for at least a two (2) year duration. The driving record will not contribute to an increase in the District's automobile rates.

- Obtain a valid AWWA California/Nevada Section Certificate for Backflow Prevention Device Tester within 12- months of hire date.

## **WORK ENVIRONMENT**

The work environment characteristics described below are representative of those an employee encounters while performing the essential functions of this job. Upon request, reasonable accommodation may be provided to enable individuals with disabilities to perform the essential functions of the job.

- Exposure to the sun: 50% to 100% work time spent outside a building and exposed to the sun.
- Work above floor level: Some work done on ladders or other surfaces from 4 to 12 feet above the ground.
- High temperature: Considerable work time in hard manual labor in temperatures between 80-105 degrees.
- Low temperature: Some work time in hard manual labor in temperatures between 10-32 degrees
- Humidity: Work in areas with unusually high humidity.
- Wetness: More than 10% of the work time getting part or all the body and/or clothing wet.
- Noise: Occasional unusually loud sounds.
- Slippery Surfaces: Occasional work on unusually slippery surfaces.
- Oil: Some parts of the body in contact with oil or grease occasionally.
- Dust: Works in or around areas with minor amounts of dust.

## **PHYSICAL DEMANDS**

The physical demands described here are representative of those that must be met by the employee to successfully perform the essential functions of this job. Upon request, reasonable accommodation may be made to enable individuals with disabilities to perform these essential functions.

- Regularly required to use hands and fingers to handle or feel.
- Frequently required to operate a motor vehicle in performance of job duties.
- Frequently required to talk, hear, and to sit and reach with hands and arms.
- Sometimes required to stand, walk, climb, traverse uneven surfaces, balance, stoop, kneel, crouch, or crawl.
- Frequently carry, push, pull, reach, grasp, and lift equipment, parts, and materials weighing up to 60 lbs. daily, and occasionally up to 100 lbs.
- Hearing within normal range.
- Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.



**HISTORY:**

- Revision date: April 2018, September 2023, December 2023 (removal of D-1 requirement addition in error), November 2024
- Approval/Adoption date: December 18, 2024