



METER SERVICE LEAD

CLASSIFICATION SPECIFICATION

FLSA STATUS: Non-Exempt

BARGAINING UNIT: General

JOB SUMMARY

Under general supervision, oversees and participates in the installation, repair, maintenance, and replacement of District water meters, backflows, and related systems. This role involves providing guidance and technical support to Meter Service Technicians, and performing field duties, including emergency response and customer service and assisting with meter shop operations. The position requires extensive technical knowledge, fieldwork, leadership, and the ability to troubleshoot and program automated meter systems. The Meter Service Lead may be assigned standby duties as established in the District's Rules and Regulations and is responsible for promoting safety protocols in all operations. Performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS

The Meter Service Lead is the lead role within the Meter Service series, responsible for overseeing and mentoring staff, as well as performing complex tasks related to water meter and backflow operations. This role is distinguished from the lower-level Meter Service Technician by the degree of leadership, decision-making, technical expertise, and emergency response required. The Meter Service Lead handles advanced diagnostics, data management, coordination of field repairs, and is responsible for training lower-level staff within the series and providing feedback to Management regarding meter shop staff performance.

SUPERVISION RECEIVED AND EXERCISED

Under general supervision of the Distribution Superintendent and/or Assistant Superintendent, the Meter Service Lead oversees, provides guidance and direction, trains, supports, and works with the Meter Service Technicians.

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:

- Oversee and train Meter Service Technicians in field operations, including meter and backflow installation, maintenance, troubleshooting, emergency response, customer service, and adherence to safety protocols.
- Respond to customer inquiries and concerns related to water pressure, backflow, leaks, dirty water complaints, and other service concerns.
- Coordinate with Customer Service staff as needed.
- Serve as the initial responder for mainline and service line leaks, analyze and assess situations to initiate appropriate actions, including calling in USA tickets for emergency locates.
- Install, program, troubleshoot, and repair components of the automated metering infrastructure (e.g., MIUs, meters, collectors, repeaters, and AC enhanced repeaters); pull system reports to identify issues such as leaks and non-reporting units, and take corrective measures.
- Assists Management with all aspects of the Backflow Prevention Program by performing field work such as building, repairing, installing, testing, and troubleshooting devices; issue non-compliance letters to customers, and maintain related records using backflow management software.
- Will locate District underground infrastructure with accordance with USA regulations, implement temporary traffic control measures including cones, signage, and flagging as necessary to ensure safe work zones.
- Oversee the installation, maintenance, repair, and reading of hydrant meters.
- Conduct field inspections to ensure compliance with backflow requirements and verify seals.
- Conduct water distribution cross-contamination control inspections to identify and mitigate potential threats to potable water systems.
- Manage and input field data records related to backflow tests and track data using data management software. Generate and analyze reports from data management software to support operational efficiency and regulatory compliance.
- Maintain adequate inventory, and accurate inventory records, request parts and equipment as needed, and ensure all equipment is functioning and maintained, including meter shop fleet.
- Assist in the District's Water Conservation Education Program, including distribution of notices for water use violations, and customer engagement on conservation best practices.

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:

- Oversee, lead, guide, and train Meter Service Technicians; assist in coordinating daily work assignments and field activities.
- Works professionally with clients, customers, contractors, external stakeholders, and the public to assess their needs, provide information or assistance, establish, and maintain positive relationships, resolve their problems, or satisfy their expectations; understand and apply District values, practices, policies, and services; provide quality services.

- Express information to individuals or groups effectively, considering the audience and nature of the information; make clear and convincing oral presentations; listen to others, attending to nonverbal cues and responding appropriately.
- Prepare accurate and well-organized reports, records, and documentation using appropriate formats and technology.
- Operate and utilize a variety of tools, equipment, and technology platforms including communication systems relevant to meter and backflow operations.
- 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:

Two (2) years of experience in water meter installation and repair.

Required License, Certificate or Training:

- Possession of a valid appropriate California driver's license 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.
- Possession of a valid AWWA California/Nevada Section Certificate for Backflow Prevention Device General Tester, and as required by the State of California, Department of Health Services.
- Possession of a valid AWWA California-Nevada Section Cross Connection Control Specialist Certification.

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 come 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.
- Frequently required to stand, walk, climb, traverse uneven surfaces, balance, stoop, kneel, crouch, or crawl.
- Frequently required to carry, push, pull, reach, grasp, and lift equipment, parts, and materials weighing up to 50 lbs. daily up to 100 lbs. weekly.
- 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: December 2001, August 2023, November 2024, July 2025, title and duty change from Meter Supervisor
- Approval/Accord date: December 18, 2024