

METER MAINTENANCE/IRRIGATION TECHNICIAN

JOB DESCRIPTION

Classification Responsibilities: A Meter Maintenance/Irrigation Technician will be assigned to either the Irrigation Assignment or the Meter Shop Assignment. An employee in this class is responsible for detecting and reporting atypical conditions such as: damaged, malfunctioning, and tampered water and electric meters; and detecting and reporting leaks, exposed wiring, and other safety hazards. An incumbent is expected to exercise independent judgment in decisions related to flood irrigation and meter maintenance and exercise considerable initiative in moving efficiently through the day's work assignments. Incumbents may be expected to operate small construction equipment with limited complexity such as a mini excavator. Employees in this class operate hand-held power equipment such as grinders, saws, drills, torches, and pumps; and maintain effective communication with coworkers, City employees, and the general public. This class performs related duties as required.

Irrigation Assignment: Meter Maintenance/Irrigation Technician in this assignment performs a variety of skilled and semiskilled tasks associated with safe and efficient delivery of flood irrigation water one to two weeks per month, and the maintenance and repair of the irrigation system involving a variety of general manual labor and equipment. When not irrigating, staff is then assigned meter maintenance functions such as: cleanout and resetting/replacing water meter boxes, and vegetation trimming around gas, electric, and water meters for easy access. Employees will create and complete work orders through various applications including CMMS (CityWorks), MS Access, and Mobile Dispatch. An employee in this assignment identifies, locates, and marks the location of City of Mesa irrigation utilities in order to minimize accidental damage or disruption of service due to construction excavation activities. Incumbents must be willing to work scheduled hours outside of normal business hours.

Meter Shop Assignment: Meter Maintenance/Irrigation Technician in this assignment performs a variety of skilled and semiskilled tasks associated with meter maintenance and repair. Duties include: changing 5/8" through 2" water meters at residential and commercial properties; resetting or replacing water meter boxes; testing water meters on a test bench in the Meter Shop; entering meter exchange and test data into the Customer Information System (CIS) and meter databases; and complete minor mechanical repairs of small water meters and the test bench and perform minor plumbing repairs.

Distinguishing Features: Working conditions include adverse weather, intermittent exposure to dogs and poisonous insects, and driving in heavy traffic. This class receives limited supervision from the Field Supervisor - Customer Service Operations, who reviews work largely through overall results achieved and occasional spot checks or field inspections. Employees in this class are FLSA nonexempt.

QUALIFICATIONS

Employee Values: All employees of the City of Mesa are expected to uphold and exhibit the City's shared employee values of Knowledge, Respect, and Integrity.

Minimum Qualifications Required. Any combination of training, education, and experience equivalent to graduation from high school or GED. One (1) year of experience in general maintenance or construction work and/or experience in the maintenance and minor repair, or reading, of water and/or gas meters.

Special Requirements. Must possess a valid Class D Arizona Driver's License by hire or promotion date. Must obtain a Grade I Water Distribution Operator certification from the Arizona Department of Environmental Quality (ADEQ) within one year of hire/promotion date (***Water Meter Shop assignment***). Must obtain an Arizona Department of Public Safety (DPS) Fingerprint Clearance Card within six (6) months of hire or promotion date and must maintain clearance throughout employment.

Preferred/Desirable Qualifications. Computer experience including data entry (Access or other database system), CIS, and spreadsheets (Excel) is highly desirable. Customer service experience in an outdoor service work environment is desirable. Experience in mechanical maintenance and repair activities is highly desirable.

ESSENTIAL FUNCTIONS

Communication: Documents work completed on daily log sheets, work orders, and service orders. Maintains records of miles driven. Notifies customers of dates, times, and the duration of their irrigation water delivery at least 24-hours prior to delivery. Communicates with customers, coworkers, and contractors to share information or resolve issues regarding irrigation, billing problems, and other customer service-related matters, etc. Prepares written accident reports, notes regarding irrigation-related problems, and customer contacts.

Manual/Physical: Opens and closes gates and valves to divert and backup irrigation water in the appropriate underground lines. Opens the irrigation valve on the customers' property. Maintains the irrigation system by performing the following: cleaning debris from the tap boxes, ditches, and conduits; inspecting pipeline networks for leaks; lubricating and applying mastic to gates and valves to prolong their service life; and replacing or repairing block and brick gate boxes. Installs and repairs irrigation lines by performing the following: manual excavation using a pick and shovel; laying new or replacing broken or defective concrete irrigation pipe; sealing the pipe joints with mortar; and installing gates and valves to very close tolerances. Records date, time opened, and time closed for each customer to ensure accurate customer billing for water received. Cleans out water meter boxes of debris and dirt, meter registers, and otherwise improve accessibility to meters. Accurately reads all types and sizes of water meters. Replaces water meter boxes and lids. Replaces meter registers on most types and sizes of water meters. Raises and lowers water meter boxes, weighing up to 80 pounds (assistance by another individual would be provided), to customer specifications. May be required to perform duties related to the City of Mesa's Meter Exchange and Sampling Program (Meter Field Exchange Test Program, MFTP). Lifts vault lids to read water meters. Operates a City truck (half ton) requiring a standard Class D Arizona Driver's License to travel safely to meter locations. Loads and unloads equipment and materials from truck bed. Trims bushes around meters to provide easy access for Meter Readers. Work is performed under adverse weather conditions. Cleans out water meter boxes which may house spiders, lizards, snakes, bees, and wasps. Prepares meter repair order forms or creates a service work order to facilitate repair or replacement of damaged or malfunctioning meters. Confronts and controls dogs on their own territory in order to gain access to meters. Incumbents assigned to the Water Meter Shop will be replacing/repairing water meters and water meter registers (minor meter repair) in addition to improving accessibility to meters for reading purposes. Meets scheduling and attendance requirements.

Mental: Learns new tasks and techniques required in the minor repair of a wide variety of water meters. Learns basic meter reading schedule, billing, and related customer service-oriented policies, procedures, usage recording techniques, and procedures involving the use of a computer. Effectively

performs work tasks in accordance with written and verbal instructions and prescribed standards. Exercises independent judgment about repairs. Organizes and prioritizes work. Selects supplies and tools required for assigned tasks. Effectively performs work tasks in accordance with written and verbal instructions and prescribed standards. Compares current utility usage to previous usage data to identify possible meter damage, malfunctioning, or tampering situations and/or to identify potential leakage problems. Calculates approximate solutions to basic arithmetical problems requiring addition, subtraction, multiplication, and/or division.

Knowledge/Skills/Abilities:

Knowledge of:

minor meter repair and materials;
irrigation installation skills involving plumbing, shoveling, raking, use of dirt, and concrete mix;
the layout and location of major valves and gates in the City's irrigation system;
the general repair procedures pertaining to pipelines, gate boxes, and valves;
minor meter repair and materials (*Water Meter Shop Assignment*);
basic mechanical and plumbing skills, including soldering copper pipe;
computer data base, (Excel) data entry;
customer service skills;
customer service techniques;
safe work practices and procedures; and
basic arithmetic principles.

Skill in:

the use of common hand tools such as: pipe wrench, pliers, channel locks, pick, shovel, weed trimmer;
and operating vehicles; and
map reading.

Ability to:

work independently in the absence of supervision;
care for and clean tools;
communicate verbally and in writing;
read work orders;
calculate information for inventory of supplies and materials;
work outdoors in temperature extremes for extended periods of time;
lift and carry heavy objects and perform all the physical requirements of the class;
understand simple geography relating to City streets; and
establish and maintain effective working relationships with coworkers, other City employees, and the general public.

The duties listed above are intended only as general illustrations of the various types of work that may be performed. Specific statements of duties not included does not exclude them from the position if the work is similar, related, or a logical assignment to the position. Job descriptions are subject to change by the City as the needs of the City and requirements of the job change.

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