

WATER METER TECHNICIAN I

JOB DESCRIPTION

Classification Responsibilities: The Water Meter Technician I is a trainee class in which the incumbent learns to perform specialized water meter maintenance including: calibrating, installing, maintaining, repairing, testing, and cleaning commercial and residential water meters and Advanced Meter Infrastructure (AMI) devices. This class is responsible for performing meter exchanges while maintaining an established exchange standard; maintenance and cleaning of a water meter test bench, monitoring chlorine levels, adding chlorine, cleaning of filters, and minor repairs; and resetting or replacing water meter boxes. This class performs related duties as required.

Distinguishing Features: This class is distinguished from other classifications performing meter repair work by its status as a trainee class in which incumbents learn to perform journey-level water meter maintenance and repair work. Employees in this class may progress to the Water Meter Technician II class by noncompetitive, criteria-based promotion after successful completion of required coursework and certifications, on-the-job training, achievement of successful performance appraisals, and completion of Initial City Probation. Incumbents in this class are supervised by a Field Supervisor - Customer Service Operations who reviews work through direct observation, conferences, meetings, and results achieved. This class is 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 performing mechanical device assembly and repair, plumbing, or construction work including maintaining, repairing, or reading water and/or gas meters; or installing, testing, and repairing automatic meter reading (AMI) devices.

Special Requirements. Must possess a valid Class D Arizona Driver's License by hire or promotion date. Must obtain a Grade I (or higher) Water Distribution System Operator certification from the Arizona Department of Environmental Quality (ADEQ) within one year of hire or promotion date. Must obtain and maintain City of Mesa Forklift Operator Certification. Must meet the qualifications to wear a tight-fitting respirator by passing a medical evaluation in accordance with Code of Federal Regulations (CFR) 1910.134 by hire or promotion date and must maintain certification.

Substance Abuse Testing. Due to the safety and/or security sensitive nature of this classification, individuals shall be subject to pre-employment or pre-placement alcohol, drug and/or controlled substance testing as outlined in City policy and procedures.

Preferred/Desirable Qualifications. Computer experience including data entry into a Customer Information 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. Previous experience in residential and commercial water meter repair and service maintenance.

ESSENTIAL FUNCTIONS

Communication: Schedules accuracy tests and water supply shut-offs with customers. Explains clearly to the customer the purpose of accuracy test, duration, and procedures of the interruption. Answers questions pertaining to water consumption, accuracy tests, and meter function. Explains the operation and measurement elements of new meter types through in-house classes. Prepares and/or maintains digital and written records on customer contacts, work orders, meter history, vault maintenance, repairs, and test results. Prepares work orders, repair orders, and manufacture return and repair documentation.

Manual/Physical: Learns to: use various hand tools to perform plumbing and pipefitting tasks in repairing large water meters, mainline valves, vault lids, and doors of up to three inches thick; operate compressors, generators, pumps, blowers, jackhammers, tapping machines, etc; operate a one-ton pickup truck with electric hoists requiring a Class D Arizona Driver's License in order to drive to and from job sites and to load and unload meters; operates a forklift to move pallets of meters, and to load and unload materials into vehicles; test and calibrate 5/8 inch – 3 inch water meters; disassemble meters and valves, new valves, and backflow preventers; remove and rebuild existing vault meter sets; install 2+ inch copper bypasses; weld, cut, and assemble lids, locking devices, meter supports, and valve supports; clean and repair mainline strainers and shallow vaults; replace worn and rusted hardware on piping; build concrete forms and structures; fabricate, assemble, maintain, and calibrate field testing equipment; perform meter accuracy tests; perform physical inventories of meters, parts, and other equipment; and conduct in-test and out-test on meters and calibrate to accepted accuracy range. Cleans work and shop areas and tools. Moves or carries heavy (75+ pounds) equipment and materials up to 20 feet or more while testing meters using a cart or other aid to assist. Works in confined spaces, sometimes up to 12 feet deep, under various working conditions such as heat, mud, dust, and standing water. Cleans meters with acid bath, solvents, and sandblaster. Prepares meter parts, registers, chambers, and related parts for shipping to appropriate vendors. Perceives wiring colors. Cleans out water meter boxes of debris and dirt, meter registers, and otherwise improve accessibility to meters with potential exposure to spiders, lizards, snakes, bees, and wasps. 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 for heavier boxes), to customer specifications. Perform duties related to the City of Mesa's Meter Exchange and Sampling Program (Meter Field Exchange Test Program, MFTP). 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. Lifts vault lids to read water meters. Prior to entering vaults, performs safety inspections for hazards, including checking toxic and/or explosive gases and low oxygen levels in the confined space using and reading a Personal Hazard Detector atmospheric condition monitor. Works around or uses potentially hazardous materials requiring the use of specialized equipment. Uses a respirator when entering confined spaces as needed. Detects audible backup warning devices and traffic sounds when working near moving equipment and in moving traffic. Meets scheduling and attendance requirements.

Mental: Learns to: diagnose problems with water meters and determine the most cost-effective and efficient means of repair; locate water mains on blueprints and quarter-section plat maps; interpret quarter-sections and valve number books; and analyze meter and vault details. Comprehends and makes inferences from written material. Learns job-related material on testing and repair by on-the-job training

and classroom setting. Learns new tasks and techniques required in the minor repair of a wide variety of water meters and AMI equipment. Learns how to read meter dials, basic billing, and related customer service-oriented policies, usage recording techniques, and procedures involving the use of a computer. 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:

computer programs used by the Water Division;
plumbing and pipefitting procedures;
the basic principles of hydraulics and mechanics;
the safety practices and procedures associated with working with water mains and in underground confined spaces;
the techniques and procedures for repairing and calibrating water meters;
the techniques and procedures for installing Advanced Meter Infrastructure (AMI) devices;
the techniques and procedures for calibrating and testing commercial water meters;
procedures for setup of a computer assisted 24-station shop test bench;
basic arithmetic principles;
hand tools and equipment used in the calibration and repair of water meters; and
City of Mesa water meter vault and meter locations.

Skill in:

the use of hot air gun, propane torch, drill press, band saw, metal grinder, paint sprayer, and other equipment necessary to perform assigned tasks;
the use and care of hand tools necessary to perform various mechanical installation, maintenance, and repair tasks;
operating a vehicle;
map reading;
use of a laptop computer; and
use of computer programs and phone apps.

Ability to:

work independently under limited supervision;
maintain shop equipment, and keep work and storage areas clean and organized to minimize safety hazards;
weld vault lids, frames, and locking devices, and solder pipe;
establish and maintain effective working relationships with customers, management, and coworkers; and
effectively express ideas to others, both orally and in writing.

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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MZ/js/ah

CS3885.DOCX

EEO-SCW

JOB FCTN-TEC

Non-DOT Safety and Security-Y

CDL-N

RESP-Y

PAY GRADE: 45

IND-7520

SWORN-N

Non-DOT Random-N

DOT-N

INCREMENTS 34-100