

**CITY OF BONNEY LAKE  
POSITION DESCRIPTION**

Class Title: Meter Reader  
Department: Public Works  
Division: Water  
Date: October 14, 2011

Grade Number: 9  
FLSA Status: Non Exempt  
Union: AFSCME  
Location: Public Works Operations

**GENERAL PURPOSE**

Performs a variety of routine duties in the reading and recording of water meters associated with the City's utility water utility.

**SUPERVISION RECEIVED**

Works under the general supervision of the Utilities Supervisor and day to day oversight of the Water Crew Lead.

**SUPERVISION EXERCISED**

None.

**ESSENTIAL DUTIES AND RESPONSIBILITIES**

Read residential, commercial and irrigation water meters and records consumption. Maintains and ensures the accuracy of route database.

Performs a variety of on-site adjustments and repairs to ensure accurate and dependable recoding of water consumption.

Removes debris and maintains accessibility of City's water meter boxes within department policy.

Investigates customer inquiries. Troubleshoots, diagnoses, and resolves problems regarding water pressure, meter locations, vegetation clearance, water shutoffs, and erroneous readings.

Notifies the appropriate department of any unusual changes in consumption, location or meter malfunctions such as leaks and damaged meters.

Bench tests water meters for accuracy as required and report findings.

Calibrates and repairs water meters, registers transceivers to ensure their accurate and reliable operations.

Interacts with the public and other departments in a courteous and professional manner.

Prepares and maintains a variety of accurate records and reports as required.

Safely drives assigned City vehicle to accomplish daily reading routes.

Discuss problems and concerns with customers and attempt to satisfy their needs courteously and in a timely manner.

Connects/Disconnects water meters as assigned and delivers delinquent notices.

Maintains communication with staff via radio, telephone or other means.

Perform other related duties as assigned.

#### PERIPHERAL DUTIES

May serve on employee committees or attend meetings as assigned by supervisor.

#### DESIRED MINIMUM QUALIFICATIONS

##### Education and Experience:

- A. Graduation from High School or GED; and
- B. One (1) year of field work reading utility meters or one year field experience operating, maintaining or repairing utility systems; or
- C. Any equivalent combination of education and experience that provides the necessary knowledge, skill, and ability to successfully perform the duties of the position.

##### Necessary Knowledge, Skills and Abilities:

- A. Knowledge of general operational characteristics of utility, safe field work practices and basic arithmetic; knowledge of pertinent City policies, procedures and ordinances; knowledge of safer operation of a motor vehicle; knowledge of geography and street locations within the City; knowledge of lay-out of meter locations within the City system; knowledge of methods, equipment and materials used in meter reading; knowledge of record keeping techniques; knowledge of interpersonal skills in using tact, patience and courtesy; knowledge of AWWA standards regarding water meter program and water compliance issues; and
- B. Skill in the operation of the listed equipment; and
- C. Ability to accurately read, record and input data; ability to maintain routine records; ability to work independently with little direction; ability to walk or sit for extended periods of time over considerable distances; ability to understand and follow oral and written instructions; ability to work cooperatively, courteously, and tactfully with customers and coworkers; ability to learn and implement the methods, techniques, tools, equipment and materials used in the minor repair and installation of water meters; ability to identify and repair minor water meter irregularities and recommend

how they can be corrected; ability to perform basic arithmetic; ability to establish and maintain effective working relationships; ability to frequently lift cement water meter cover lids weighing approximately up to 50 pounds.

- D. A key value of the City is customer service. This position requires considerable knowledge, ability and skill in the principles and practices of excellent customer service as practiced in both the private and public sectors. This value requires the ability to effectively meet and deal with internal customers and the public while responding to customers in a friendly, pleasant and professional manner using appropriate inflection, grammar and syntax. The ability to handle stressful situations while establishing effective working relationships with employees, supervisors, and the general public. The ability to maintain a professional, courteous, and pleasant demeanor in difficult, stressful situations while diplomatically dealing with difficult people. A willingness is expected to expend extra effort to help the public find answers or information relative to their inquiry or complaint.

### SPECIAL REQUIREMENTS

Able to work during emergencies any day or time. Physically/mentally capable of working up to 15 hours at a time. Willing to respond during Public Works emergencies for snow/ice control work, natural disaster response and recovery or for other unscheduled emergencies. Valid Washington State driver's license and a driving record acceptable to the City and the City's insurance carrier is required; First Aid/CPR certification.

Preferred:

Street flagger certification is highly desired; Possession of Water Distribution Operator certification is highly desired.

### TOOLS AND EQUIPMENT USED

Personal and laptop computer, including word processing and spreadsheets; copy and fax machine; hand-held meter reading device, math calculator and similar equipment; hand tools and tools used to lift manhole lids, meter box lids, install meters and similar tools phone.

### PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Work involves walking for extended periods of time an average of 7-9 miles per day in an outdoor environment; talking, hearing, using hands to handle, feel or operate objects, tools, or controls and reaching with hands and arms. Vision abilities required by this job include close, distance, and peripheral vision, depth perception and the ability to adjust focus.

Employee must have the physical strength and ability to sufficiently perform manual labor for extended periods of time, under dirty and uncomfortable situations. The employee may be required to push, pull, lift, and/or carry up to 50 pounds repeatedly.

Employee must be able to repeatedly enter and exit a city vehicle. Work may occasionally require the employee to climb, balance, bend, stoop, kneel, crouch, and/or crawl.

Hand-eye coordination is necessary to operate meter reading devices, computers and various pieces of office equipment.

While performing the duties of this job, the employee is frequently required to stand or sit; walk; talk or hear; use hands to finger, handle, feel or operate objects, tools, or controls; and reach with hands and arms.

## WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Work is performed outside in all types of weather conditions, wet and/or humid conditions, at heights, near moving mechanical parts and traffic, fumes, airborne particles and/or toxic or caustic hazardous chemicals, or near risk of electrical shock and/or vibration.

## SELECTION GUIDELINES

Formal application, rating of education and experience; oral interview, reference and background check; job related tests may be required.

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.