

Water Meter Technician

FLSA Status: Covered
Bargaining Unit: District Council of Trade Unions (DCTU)

General Summary

Positions in this broad class repair, test, and maintain water meters and backflow devices.

Water Meter Technician I 30002158

Distinguishing Characteristics

The entry level of this series typically repairs, maintains, calibrates, and tests small water meters (one inch and less in size and of positive displacement type) in the field and shop, and installs and maintains meter boxes and other work associated with small meters.

Typical Duties/Examples of Work

1. Installs and replaces small water meters one inch and less in size using various hand, air, and power tools; inspects, maintains and replaces meter box components to appropriate grade.
2. Operates and maintains meter service truck; loads and unloads equipment, tools and materials; cleans and maintains supplies and equipment; and keeps service vehicle stocked appropriately.
3. Operates two way radio to respond to emergency shut offs, leaks, no water calls, and general customer service related issues.
4. Assesses sites for hazardous conditions such as broken meter boxes in sidewalks; sets up traffic control at job sites.
5. Maintains electronic and physical documents; records and completes simple reports.
6. Performs emergency shut off of water to prevent damage to occupying customer.
7. Responds to questions from citizens; explains job, City policy and City procedures as needed; refers citizens to proper staff.
8. Carries out all required safety procedures, including required use of safety equipment.

9. Performs related duties as assigned.

Required Knowledge, Skills and Abilities

Knowledge of: tools and materials used in the repair and maintenance of small water meters, customer service practices; basic plumbing; city street layout; laws and safe practices in the operation of automotive vehicles.

Ability to: learn new skills related to metering technology; maintain records; communicate effectively; work independently without supervision.

Skill in: following oral and written instructions, recording and completing simple reports; operating an automotive vehicle, reading maps, using hand and power operated tools; providing customer service to possibly angry or upset customers.

Special Requirements

Valid state driver's license.

Classification History:

Adopted: 7/1/14

Water Meter Technician II - 30000142

Distinguishing Characteristics

The journey level of this class typically repairs, maintains, calibrates and tests water meters 1.5 inches and larger in size and of positive displacement type, and backflow devices in the field and shop, and may calibrate large commercial and industrial meters with guidance from higher-level employees. It is distinguished from the Water Meter Technician I class by its full range of knowledge of small water meters and those larger than 1.5 inches and backflow devices.

Typical Duties/Examples of Work

1. Tests the accuracy of, water meters 1.5 inches and larger in size and of positive displacement type in the field and shop using electronic and calibrated metering devices.
2. Inspects, tests and maintains, and repairs backflow prevention devices; analyzes test results to determine the necessity and extent of repairs.

3. Installs and repairs large and small water meters and backflow devices using various hand and power tools and torches; operates and maintains meter service truck.
4. Installs automated meter readers, including radios and touch pads.
5. Analyzes sites for hazardous conditions such as confined space entry; sets up traffic control at job sites.
6. Maintains records, supplies and equipment; keeps service vehicle stocked appropriately; carries out all required safety procedures, including required use of safety equipment.
7. Assists in calibration of large industrial and commercial meters (greater than 1.5 inches in size and of compound, turbine, or combination type).
8. Performs related duties as assigned.

Required Knowledge, Skills and Abilities

Knowledge of: tools, materials, processes and techniques of water meter and backflow device testing and repair; troubleshooting techniques

Ability to: maintain records; communicate effectively; establish and maintain effective working relationships with co-workers; work constructively in a team

Skill in: repairing, troubleshooting, maintaining, and installing water meters and backflow devices

Special Requirements

Valid state driver's license; ability to obtain backflow tester certification within six months of hire. Valid Distribution Level 1 Operator certification is required within six months of time of hire.

Classification History:

Adopted: 2-03-99:

Class created as a result of DCTU Classification and Compensation Study 1998-99.

This class is composed of the following classes:

1718 Water Meter Technician Adopted 12-15-81

Revised: 8-25-04: Distinguishing characteristics and related duties clarified and revised.

June 2009 - Change Job Class number from 1718 to 30000142, due to system change.

Revised 7/1/14: Changed title from Water Meter Technician I to Water Meter Tech II and updated distinguishing characteristics to distinguish it from new Water Meter Technician I classification. Added Distribution Level 1 Operator certification.

Water Meter Technician III - 30000143

Distinguishing Characteristics

The third level of this class typically repairs, maintains, calibrates and tests large and small water meters in a shop or field setting, ensures the accuracy of large commercial and industrial meters (greater than 1.5 inches in size and of compound, turbine or combination type), and acts as a technical resource for Water Meter Technician IIs.

It is distinguished from the Water Meter Technician II class by its responsibility for maintaining meter inventories; for calibrating and providing technical guidance in the calibration of large meters; and for having a higher level of authority in working with customers.

Typical Duties/Examples of Work

1. Calibrates, tests and repairs large and small meters in the shop or field.
2. Maintains inventory and records, researches meter assemblies, and prepares orders for parts.
3. Maintains records, supplies and equipment; determines materials needed; and keeps the meter truck stocked appropriately.
4. Carries out all required safety procedures; ensures the use of required safety equipment.
5. Acts as a technical resource for Water Meter Technician IIs in carrying out assigned tasks; is responsible for worker safety, review of work, and training and guidance in duties.
6. Performs related duties as assigned.

Required Knowledge, Skills and Abilities

Knowledge of: tools, materials, processes and techniques of water meter and backflow device testing, repair and calibration; troubleshooting techniques

Skill in: repairing, calibrating, troubleshooting, maintaining, and installing water meters and backflow devices

Ability to: maintain inventory, maintain records; communicate effectively; establish and maintain effective working relationships with others; work constructively in a team; communicate technical information to customers and bureau staff

Special Requirements

Valid state driver’s license; ability to obtain backflow tester certification within six months of hire. Valid Distribution Level 1 Operator certification is required at time of hire.

Classification History:

Adopted: 2-03-99:

Class created as a result of DCTU Classification and Compensation Study 1998-99.

Revised: 8-25-04: Distinguishing characteristics and related duties clarified and revised.

June 2009 - Change Job Class number from 1719 to 30000143, due to system change.

Revised 7/1/14: Changed title from Water Meter Technician II to Water Meter Technician III due to the addition of the Water Meter Technician I classification and added Distribution Level 1 Operator certification.

Revised 4/7/2020: Changed language indicating senior level of series on creation of level IV. Corrected typographical error in duty 5.

Water Meter Technician IV – 30003402

Distinguishing Characteristics

The Water Meter Technician IV typically handles the most complex customer service issues and acts as a technical resource for and review of Water Meter Technician activities and outcomes.

It is distinguished from the Water Meter Technician III class by its responsibility for determining priorities and distributing daily work assignments to crews; and for advanced technical knowledge of all water meter technical activities.

Typical Duties/Examples of Work

1. Acts as a resource for staff and handles escalated customer issues.
2. Prioritizes and distributes the daily workload to water meter tech crews.
3. Reviews daily work to ensure billing department receives accurate information to carry out business practices;

4. Fields various requests for internal and external customers via phone calls, emails and in person.
5. Tests meters on large and small meter test benches for accuracy before expediting the meters to the field.
6. Creates distributed purchase requisitions in SAP to maintain meter shop inventories for meters and their parts.
7. May serve in the absence of the Meter Shop Customer Service Supervisor (Supervisor I-E) as appropriate.
8. Trains employees on all aspects of the duties and responsibilities within the meter tech series.
9. Ensures accurate information for all meter tech time sheets prior to supervisor review and approval.
10. Researches and makes recommendations for new metering technology for future applications.

Required Knowledge, Skills and Abilities

Knowledge of: duties and tasks of the Meter Tech I, II, III positions; American Water Works Association (AWWA) standards and procedures for testing/calibration for water meters; operation of the meter shop test benches and portable meter testing devices; leadership and training methods and procedures; inventory and procurement processes; billing system calendar; water bureau infrastructure; confined space rules and regulations; theory and mechanics of water meters; automatic meter reading technologies and their applications; databases and programs such as Cayenta, Synergen, ARCGIS, SAP, Filenet, Large meter database, Backflow database; Excel, Word, Asset viewer, Access.

Skill in: communicating appropriately with team mates, other bureaus and agencies; high level customer relations; recording and completing complex reports; working with multiple computer programs and data bases; performing accurate mathematical calculations; reading maps, plans, as-builts and technical drawings for projects.

Ability to: safely and effectively operate tools and equipment of the trade; recognize options and apply effective solutions for the water meter tech crews; master specialized equipment and technologies; troubleshoot and repair various types of water meters and backflow devices; problem solve and make complex decisions; work independently or on a team; professionally deliver instructions verbally and/or in writing; work in all weather conditions and/or an office environment; work in confined space conditions; maintain water distribution level 1 certification; maintain backflow testers certification.

Special Requirements

Valid driver license; Valid Distribution Level 1 Operator certification is required at time of hire; OHA backflow testers certification; confined space certification; forklift operator certification.

Classification History:

Adopted: 4/7/2020:

Class created as a result of Bureau request and approved by Council ordinance effective 12/10/2019.

Working Conditions

Work in this class is typically performed in both a shop and field environment. Incumbent is typically required to lift up to 70 pounds; to work outdoors in all weather conditions; to work in confined spaces; to work in and around traffic.