



Little Thompson Water District
835 E Highway 56, Berthoud, CO 80513
(970) 532-2096

METER READER (39268)

Salary Range: \$55,600 - \$75,500 Annually

Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are not intended to reflect all duties performed within the job.

SUMMARY DESCRIPTION

Under supervision, performs a variety of duties related to reading residential and commercial water meters; ensures quality customer service to District consumers; and performs water meter maintenance.

REPRESENTATIVE DUTIES

The following duties are typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.

- Safely and effectively operate a District motor vehicle to perform duties.
- Read residential and commercial water meters with computerized, drive by, meter reading equipment; read meters manually as necessary; record readings and make necessary calculations.
- Re-reads meters and investigates possible reasons for complaints of high billing due to increased water consumption or when consumption discrepancies are identified; and recommends appropriate remedial action.
- Downloads/Uploads meter reading information into automated meter reading system in coordination with person responsible for billing activities.
- Answers customer inquiries and provides information to customers concerning District regulations governing service.
- Perform minor field repairs; change out transmitters and registers as needed, replace damaged lids; clean out meter boxes; check for service line leaks.
- Perform customer service duties including service disconnects and reconnects, manually read meters to resolve complaints and discrepancies and verify correlation of registers and transmitters, perform leak inspections, and communicate with customers.
- Annually read and record fire meters.
- Help manage nonpayment shut offs such as making phone calls to customers for collection on day of shut off and in the field turning water off at the meter pit.
- Building and Grounds Maintenance – to include but not limited to changing out furnace filters, monthly inspections of fire extinguishers, mowing the grounds, weed control, help maintain shop.
- Installation of new meters
- Perform related duties as required.

QUALIFICATIONS

The following generally describes the knowledge and ability required to enter the job and/or be learned within a short period of time in order to successfully perform the assigned duties.

Knowledge of:

- Operational characteristics of meter reading devices and related tools and equipment; uses and purposes of general construction tools and equipment.
- Principles and practices of customer service.
- Effective operation of personal computer.
- Basic mathematical principles.
- Good knowledge of computers.
- Principles and practices of record keeping.
- Occupational hazards and standard safety practices.

Ability to:

- Safely operate motor vehicle.
- Work independently in the absence of supervision.
- Read and record water meter readings.
- Learn District geography and location of meters.
- Learn water rates and billing rules.
- Learn conditions and situations that indicate meter failure.
- Learn to create, upload and download meter reading disks.
- Operate a variety of equipment and tools in a safe and effective manner.
- Maintain good customer relations in situations that may be strained.
- Effectively resolve customer disputes.
- Explain District customer service regulations and requirements to the public.
- Make basic mathematical computations rapidly and accurately.
- Maintain accurate records.
- Communicate clearly and concisely, both orally and in writing.
- Work in all-weather conditions, ability to work around snakes, mice, spiders, dogs and other encounters that could be associated with field work.

Education and Experience Guidelines - *Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:*

Education/Training:

High School diploma or its equivalent and two years employment in field or office work which involves contact with the public, both in person and on the phone.

Experience:

Some experience reading, maintaining, and repairing/replacing water meters is desirable.

License or Certificate:

Must possess a valid Colorado driver's license and have a satisfactory driving record.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT

The conditions herein 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 job functions.

Environment: Office and field environment; travel from site to site; work with and in water; work on slippery and uneven surfaces; work around traffic; exposure to noise, dust, heat, spiders, snakes, mice, dogs and inclement weather conditions.

Physical: Sufficient physical condition to perform moderate to heavy lifting; bending, stooping, kneeling, and crawling; walking, standing, repeatedly getting in and out of a vehicle and sitting for prolonged periods of time.

Vision: See in the normal visual range with or without correction; vision sufficient to read computer screens and printed documents and to operate equipment; and read meters in meter vaults with limited lighting.

Hearing: Hear in the normal audio range with or without correction.