

SENIOR METER SERVICE WORKER

DEFINITION

To organize, assign, and review the work of assigned personnel engaged in electric and water utility meter reading and meter installation and removal; and to perform difficult or unusual meter installation/removal tasks.

DISTINGUISHING CHARACTERISTICS

This is the advanced journey level class in the Meter Service Worker series. Positions at this level are distinguished from the Meter Service Worker class by the performance of the full range of duties as assigned, including performance of difficult or unusual meter installation/removal tasks and technical and functional supervision over assigned staff. Employees at this level receive only occasional instruction or assistance as new or unusual situations arise, and are fully aware of the operating procedures of the work unit.

SUPERVISION RECEIVED AND EXERCISED

Receives direction from the Meter Services Supervisor.

Exercises technical and functional supervision over Meter Readers and Meter Service Workers.

EXAMPLES OF ESSENTIAL DUTIES - Duties may include, but are not limited to, the following:

Plan, prioritize, lead, review, and participate in the work of staff involved in a variety of meter reading duties and meter service installation/removal duties as part of service connect/disconnect activities.

Develop schedules and methods to accomplish assignments ensuring all work is completed in a timely and efficient manner.

Participate in evaluating the activities of staff, recommending improvements and modifications.

Provide or coordinate staff training; work with employees to correct deficiencies.

Monitor route performance related to time spent, number of calls accomplished, resources expended; periodically perform field inspections related to meter reading duties and meter service installation/removal duties.

Train personnel in the safe and proper operation of a wide variety of tools and equipment used in the work; train new meter staff with respect to their duties and routes.

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Lead staff and perform the most difficult and complex work related to meter installation/removal tasks.

Resolve customer complaints and/or staff concerns related to meter accessibility and/or customer behavior; as necessary, may contact law enforcement or animal control authorities.

Interact with customer service regarding work orders and resolving a variety of customer issues, including meter staff work performance and work quality; interact with billing staff about metered consumption and abnormalities.

Maintain accurate records related to utility meter reading and utility meter installation and removal and other work-related records.

Use a personal computer to enter and retrieve information related to work assignments, other record keeping, and electronic communication.

Build and maintain positive working relationships with co-workers, other City employees, and the public using principles of good customer service.

Perform related duties as assigned.

### MINIMUM QUALIFICATIONS

#### Knowledge of:

Principles and practices of lead supervision, training, and performance evaluation, including safety practices and related record-keeping.

Utility service meter operations and a variety of meter styles and meter equipment and their respective functions.

City policies and regulations regarding utility services.

Methods, techniques, tools, equipment and materials used in installation of utility meters, including automated meter reading devices.

Meter route design to accomplish maximum efficiency and effectiveness.

Basic arithmetic, including addition, subtraction, multiplication, division, and percentages.

Computer skills as necessary to perform job duties.

#### Ability to:

Act as a lead worker and perform advanced journey level electric and water utility meter reading and meter installation and removal tasks.

On a continuous basis, know and understand operations and observe safety rules; intermittently analyze problem situations and/or equipment; identify and locate site locations, interpret work orders, remember equipment locations and explain job to others.

Intermittently, walk long distances; sit while studying or preparing reports; bend, squat, climb, kneel and twist when installing, repairing, and servicing equipment; perform simple and power grasping; pushing, pulling, and fine manipulation; and lift or carry weight of 50 pounds or less.

Design and modify meter route activities to accomplish maximum efficiency and effectiveness.

Prepare and develop cost estimates related to accomplishing the work.

Work on-call on evenings, weekends, or holidays.

Work outdoors in a variety of weather conditions.

Keep records and make reports; use a personal computer to enter and retrieve data, track work order status, and communicate electronically.

Communicate clearly and concisely, both orally and in writing.

Establish and maintain effective working relationships with those contacted in the course of work.

### Experience and Training

Any combination of experience and training that would provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

#### Experience:

Two years of experience performing work similar to that of a Meter Service Worker in the City of Roseville.

#### Training:

Equivalent to completion of the twelfth grade; course work/training in electricity or a related field is highly desirable.

### License or Certificate

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Possession of, or ability to obtain, a valid California driver's license.

05-12-07 Senior Meter Service Worker

12-23-98

04-20-90

04-02-02 Meter Reader Leadworker