

METER SERVICE WORKER

DEFINITION

To perform a variety of duties installing and removing electric meters, and reading meters; to identify and perform minor maintenance on electric and water equipment; and to carry out field service orders, including connect and disconnect services.

DISTINGUISHING CHARACTERISTICS

This is the full journey level class within the Meter Service Worker series. Employees within this class are distinguished by the full range of duties assigned. Employees at this level receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the work unit.

This class is distinguished from the Senior Meter Service Worker in that the latter provides lead supervision to assigned personnel.

SUPERVISION RECEIVED AND EXERCISED

Receives direction from the Utility Billing and Field Services Supervisor and receives technical and functional supervision from the Senior Meter Service Worker.

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

Connect and disconnect electric services; make adjustments to ensure safe and efficient operation of service.

Perform minor maintenance on meters, including pulling meters from vacant establishments, meter change-outs, installing locks and seals, and repairing meter leaks.

Ensure accurate meter operation including proper meter registration; report unusual situations involving meter conditions, defects, suspicious conditions or safety hazards; review and processes abnormal meter reading reports on a daily basis.

Respond to customer inquiries and complaints concerning utility service policies; perform field investigations of high bill complaints, make field disconnection of utility services for delinquent accounts, breach of contract, nonpayment, returned checks, change of occupancy, safety, and meter tampering.

Read meters on assigned routes and record readings; identify addresses for new electric and water utility billing.

Perform routine field service work including the delivery of door hangers, trimming vegetation according to City policy, and carrying out special service orders.

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:

Basic utility service meter operations and various meters and related equipment.

Methods, techniques, tools, equipment and materials used in the minor repair and installation of utility meters, including service connects and disconnects.

Electronic automated meter reading devices.

Electrical safety practices and procedures.

Practices and methods of record keeping.

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

Basic computer skills.

Ability to:

Perform installation and removal of electric meters and related minor repairs.

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 location, and explain job to others.

Intermittently, walk long distances; sit while studying or preparing reports and/or driving; bend, squat, kneel and twist when performing utility meter installation/removal duties; perform simple and power grasping, pushing, pulling, and fine manipulation; and lift or carry weight of 50 pounds or less.

Learn geography and street locations of the City.

Learn City policies and regulations regarding utility services.

Identify and repair minor problems with electric and water meters; refer difficult problems/irregularities for more advanced attention and recommend possible solutions.

Perform basic arithmetic, including addition, subtraction, multiplication, division, and percentages.

Understand and carry out written and oral directions.

Operate a computer as necessary to perform job duties.

Maintain accurate and up-to-date records; prepare routine reports.

Deal tactfully with customers.

Work outdoors in a variety of weather conditions.

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

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

Experience:

One year of experience as a utility meter reader, or in replacing water and/or electric meters, or in maintenance, inspection or repair of electrical equipment.

Training:

Equivalent to completion of the twelfth (12th) grade, GED, or higher level degree; supplemental course work/training in electricity or a related field is highly desirable.

License or Certificate

Possession of a valid California driver's license by date of appointment.

12-23-20

04-21-09

05-12-07 Meter Service Worker

06-10-04

12-23-98

Meter Service Worker

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09-18-97

04-20-90

10-01-88

11-01-86

09-23-81 Utility Service Worker