

TITLE: **METER LEAD**
STATUS: **Union/Non-exempt**
GRADE: **15**

JOB SUMMARY:

Responsible for the on-site operation, maintenance, and reading of District water meters, leak detection & response and providing work assignments and instruction to employees; responsible for safety of utility workers performing water meter related work as well as ensuring work performance and standards are met.

REPORTING RELATIONSHIPS:

Receives supervision from a Field Operations Manager. This position provides instruction to and assigns work to Utility Workers.

ESSENTIAL DUTIES include the following. Performs other duties as assigned.

- Lays out and assigns meter routes for purpose of meeting schedules and deadline and other tasks;
- Assigns work orders that include meter turn-on/turn-off, leak checks;
- Organizes and directs the activities of utility workers; trains staff in proper methods and techniques;
- Inspects the work of staff for adherence to standards and instructions; plans and executes corrective actions as needed; makes recommendations to supervisors regarding probationary periods, performance appraisals, and Utility Worker promotions;
- Conducts field work by administering and performing large meter readings, operation tests, replacement, special work orders and non-routine meter readings as required;
- Investigates and reports to supervisor causes of unusually high or low readings; watches for meter bypassing, tampering or other unauthorized consumption of water. Investigates the location of meters that cannot be found; turns on and turns off meters;
- Diagnoses, repairs/rebuilds, replaces, tests and calibrates small meters;
- Arranges for, schedules and expedites testing, calibration and factory repair of large meters;
- Investigates and resolves customer complaints related to metering by meeting with customers to discuss billing complaints and objections to turn-offs;
- Performs meter lockoff assignments for nonpaying customers;
- Assigns new accounts to routes in the District's computer system; prepares reports using the District's electronic meter reading system; performs data entry related to any meter department functions;
- Ensures that all records related to meter reading, repair, calibration and testing activities are properly maintained;
- Assist with reading meters, service orders, response and meter maintenance; and
- Extract, review, and provide explanation of consumption data to billing staff and customers as requested;
- Responsible for leak detection and response, deployment of leak detection equipment and investigation of water in the roadway.

MINIMUM QUALIFICATIONS:

Knowledge of:

- Procedures and techniques of maintaining, repairing, replacing, testing, calibrating, and reading water meters;
- The designs, components, and operating characteristics of water meters and equipment used to maintain, repair, testing, and calibrate water meters;
- Safety and hazard laws, regulations, and procedures;
- Procedures and requirements for record keeping in accordance with the Public Disclosure Act and District requirements;
- Process and/or continuous improvement techniques or strategies;
- Procurement practices and procedures;
- Blueprints, as-built sketches and maps, and
- Basic mechanics.

Skill in:

- Planning, scheduling, and assigning work tasks;
- Maximizing route, mapping, and scheduling efficiencies;
- Providing leadership and motivating or inspiring employees;
- Using computer software related to maintenance and management such as SCADA, CMMS, GIS and Source View, billing and performance systems such as Northstar and Cognos, and Microsoft Office Suite;
- Performing basic mathematical computations;
- Using office equipment such as phones, copiers, calculators and fax machines;
- Keeping accurate records and attending to detail;
- Providing a high level of customer service including answering difficult questions and dealing with complaints; and
- Communication and interpersonal skills as applied to interaction with coworkers, supervisor, the general public, etc. sufficient to exchange or convey information and to receive work direction.

Experience and Education:

Any equivalent combination of education and experience that provides the applicant with the knowledge, skills and abilities required to perform the job. A typical way to obtain the knowledge and abilities would be three years of progressively responsible meter reading and maintenance experience, including administrative and route scheduling experience and a High school diploma or GED.

License or Certificate:

Possess and maintain a valid Washington State Driver's License with acceptable driving record, , an industrial first aid/CPR card, flagger card, fork lift certification, confined space entry, shoring and trenching, certified erosion and sediment control lead, a Water Distribution Manager II certification or ability to earn within one year, a Wastewater Collections II certification or ability to earn within one year, and a Cross Connection Specialist certification or ability to earn within one year.

WORKING CONDITIONS:

Duties are performed in an office environment while sitting at a computer terminal and in the field, where the employee may be subject to adverse weather conditions.

PHYSICAL REQUIREMENTS:

Duties require the physical ability to read, repair and replace meters. Employees in this classification may also be required to crawl, kneel or climb in order to read meters and be available to work after normal District working hours.