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# California Special Districts Association

## SAMPLE POLICY HANDBOOK

**POLICY TITLE:** Job Description – Meter Service Technician

**POLICY NUMBER:** 2970

### 2970.1 General Job Description

**2970.1.1** Under the direction of the Water Division Manager:

- (a) removes, repairs, tests and installs a variety of sizes and types of water meters and pressure regulators;
- (b) facilitates account management by providing meter turn-on/turn-off services;
- (c) responds to customer complaints and seeks to resolve problems;
- (d) locates and delineates District facilities as requested by Underground Service Alert (USA), other agencies, utility companies, contractors and property owners.

**2970.1.2** Under the direction of the Maintenance and Construction Foremen:

- (a) works independently or as a member of a crew to efficiently and productively provide assistance as needed in the repair, replacement, operations and maintenance of District facilities.

### 2970.2 Prerequisite Qualifications

**2970.2.1** High school diploma or the equivalency thereof.

**2970.2.2** Knowledge of basic procedures and techniques in the repair, testing and installation of a variety of sizes and types of water meters; knowledge of basic construction tools and equipment, basic knowledge of District operations and materials used in potable and non-potable water transmissions systems.

**2970.2.3** Valid California driver license and satisfactory driving record.

**2970.3** Basic Work Hours: 7:00 AM to 3:30 PM, Monday through Friday.

**2970.4** Hourly Compensation:

**2970.5** Essential Job Duties:

**2970.5.1** Task: Installs and removes water meters and pressure regulators at service locations.

Physical Demand: Sitting; standing; walking over uneven ground; lifting, pushing, pulling and carrying (regularly up to 25 Lbs., frequently up to 50 Lbs., and infrequently up to 75 Lbs.); kneeling; stooping; bending; squatting; close vision; distance vision; use of hands to finger, handle or feel objects, tools or controls; driving vehicle.

**2970.5.2** Task: Repairs and tests water meters.

Physical Demand: Standing, kneeling; stooping; bending; squatting; close vision; use of hands to finger, handle, or feel objects, tools or controls.

**2970.5.3** Task: Operates and locks valves on water meters to turn-on or turn-off services.

Physical Demand: Sitting; standing; walking over uneven ground; lifting, pushing, pulling and carrying (regularly up to 25 Lbs., frequently up to 50 lbs., and infrequently up to 75 Lbs.); kneeling; stooping; bending; squatting; close vision; distance vision; use of hands to finger, handle, or feel objects, tools or controls; driving vehicle.

**2970.5.4** Task: Talks to customers to: obtain information about their inquiries, problems and complaints; inform about requirements for service imposed by the District; explain how a problem or complaint is going to be handled.

Physical Demand: Sitting; standing; walking; distance vision; driving vehicle; clear and complete speech.

**2970.5.5** Task: Locates and marks underground and surface facilities utilizing as-built plans and electronic locating equipment.

Physical Demand: Sitting; standing; walking over uneven ground; lifting, pushing, pulling and carrying (regularly up to 25 Lbs.); kneeling; stooping; bending; squatting; close vision; distance vision; use of hands to finger, handle, or feel objects, tools or controls; driving vehicle.

**2970.6** Marginal Job Duties:

**2970.6.1** Task: Assists in the repair of pipe leaks on District's distribution system.

Physical Demand: Sitting; standing; walking over uneven ground; lifting, pushing, pulling and carrying (regularly up to 25 Lbs., frequently up to 50 Lbs., and infrequently up to 100 Lbs.); kneeling; stooping; bending; squatting; close vision; distance vision; use of hands to finger, handle, or feel objects, tools or controls; driving vehicle.

**2970.6.2** Task: Assists in the replacement of pipeline on District's distribution system.

Physical Demand: Sitting; standing; walking over uneven ground; lifting, pushing, pulling and carrying (regularly up to 25 Lbs., frequently up to 50 Lbs., and infrequently up to 100 Lbs.);

kneeling; stooping; bending; squatting; close vision; distance vision; use of hands to finger, handle, or feel objects, tools or controls; driving vehicle.

**2970.6.3** Task: Maintains tools and equipment used in performance of position's jobs.

Physical Demand: Sitting; standing; walking; lifting, pushing, pulling and carrying(regularly up to 25 Lbs., frequently up to 50 Lbs.); kneeling; stooping; bending; squatting; close vision; use of hands to finger, handle, or feel objects, tools or controls; driving vehicle.

**2970.7** Environmental Demands:

**2970.7.1** Outside: Frequently works outside in a variety of weather conditions ranging from snow to +100° F.

**2970.7.2** Inside: Occasionally works indoors in temperature-controlled environment.

**2970.7.3** Fumes/Gases: Exposure to fumes from internal combustion engines; exposure to dust generated during construction operations.

**2970.7.4** Noise/Vibration: Moderate exposure to noise and minimal vibration from construction equipment.

**2970.8** Mental Requirements:

**2970.8.1** Reading: Reads construction plans and specifications, technical manuals, material data sheets, safety manuals, work orders, street maps, letters, reports, memos and messages.

**2970.8.2** Writing: Writes memos, messages, daily work orders, prepares diagrams and sketches, and fills out materials lists and other information forms.

**2970.8.3** Math: Ability to perform basic math calculations.

**2970.8.4** Attention to Detail: High level concentration and attention to detail for extended periods of time required.

**2970.8.5** Repetition: Moderate repetition level; usually performing a variety of tasks each day.

**2970.8.6** Judgment: Ability to work independently, prioritize work and make decisions regarding correct application and implementation of work procedures. Ability to define problems, collect data, establish facts, and draw valid conclusions. Ability to work with others and to formulate appropriate instructions to achieve desired goals.

**2970.8.7** Social Skills: Ability to relate cooperatively with members of the public, and District personnel.

**2970.8.8** Communication Skills: Ability to quickly organize and communicate thoughts orally and written. Ability to understand communications from others. Ability to communicate all hand signals related to construction operations.