CLASS TITLE: METER SERVICES FIELD TECHNICIAN

MAJOR AGENCIES: B C C - WATER SERVICES

CLASS CONCEPT: Under general supervision performs water and sewer service related fieldwork as it relates to individuals residences, businesses or industries. Has direct customer contact in the field and is responsible for maintaining or terminating services and resolving service related issues. Performs the material and substantial duties of the classification more than 50% of the time.

<table>
<thead>
<tr>
<th>RANK</th>
<th>JOB DUTIES</th>
<th>MAJOR WORKER CHARACTERISTICS</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Performs fieldwork at residential, business, and industrial locations. Meets with customers face-to-face to resolve water service related issues. Investigates possible leak situations; conducts final, annual and special water meter readings; installs and removes water meters from residential and business locations; measures pipes and plumbing for compatibility with meter installation; inspects defective and malfunctioning meters; verifies that installations meet published rules and regulations; programs and installs residential and commercial automated meter reading equipment, performs on-site repairs where possible (e.g. Meters, meter sets, curb boxes). Verifies correct meter installation at contractor installed locations, installs and repairs radio meters in residential, commercial and industrial meter pits, works as a team in servicing or repairing large meters in some industrial environments; suggests general repairs to customers. Terminates/resumes water service resulting from delinquent accounts or emergency situations, jumps water from property to property etc. Performs minor repair to broken pipes, line leaks curb boxes, and ford boxes, performs special service calls that do not require meter changes (e.g. low pressure or dirty water complaints).</td>
<td>Knowledge of 3 (inventory control), 10 (safety practices – including confined space certification)<em>, 11a (public relations), 11b (human relations), 13 (office practices and procedures), 14 (government structure and process)</em>; Skill in 29 (equipment operation--motor vehicle, operation of vactor*, large and small hand tools, battery and gas operated drills &amp; saws, air tools*, gas powered water pumps*, pulleys and hoists*, air monitors &amp; ventilators*, radio based meter controllers*, hand held computers*, detectors*, locating equipment*, pressured water equipment*, GPS equipment*); Ability to 30f (deal with problems involving several variables in familiar context), 30g (understand system of mechanical or other procedures e.g. plumbing, electrical wiring), 30h (apply principles to solve practical, everyday problems), 30i (interpret variety of instruction in written, oral, picture or schedule form), 30l (define problems, collect data, establish facts &amp; draw valid conclusions), 31b (read, copy &amp; record figures accurately), 31c (add, subtract, multiply &amp; divide whole numbers) 31d (calculate fractions, decimals &amp; percentages), 32c (recognize safety warnings), 32i (complete routine forms), 32j (maintain accurate records), 32n (understand manuals &amp; verbal instructions, technical I nature), 32o (prepare meaningful, concise &amp; accurate reports), 32q (use proper research methods in gathering data), 33d (check pairs of items that are similar or dissimilar) 33e (gather, collect &amp; classify information about data, people or things), 34a (work in isolation), 34b (work alone on most tasks), 34c (cooperate with co-workers on group projects), 34f (handle sensitive inquiries from &amp; contacts with officials &amp; general public), 34i (resolve complaints from angry citizens &amp; government officials), 35b (demonstrate agility (to move whole body quickly &amp; easily), 35c (must be able to lift up to 60 lbs. and demonstrate full range of motion for bending, stooping and lifting), 35d (demonstrate dexterity (to use hands &amp;/or feet skillfully). (*)Developed After Employment)</td>
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RANK | JOB DUTIES | MAJOR WORKER CHARACTERISTICS
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2 | Maintains service areas including meter pit lids and curb valve boxes; locates water mains, curb stops, ford boxes and water services using; metal detectors, utility locating equipment and GPS equipment to mark/find services. Cleans Ford boxes and curb boxes using a vacuum truck unit, hand tools or other means. | Knowledge of 3, 10*, 11a, 11b, 14*; Skill in 29(equipment operation--motor vehicle, operation of vactor*, large and small hand tools, battery and gas operated drills & saws, air tools*, gas powered water pumps*, pulleys and hoists*, air monitors & ventilators*, radio based meter controllers*, hand held computers*, detectors*, locating equipment*, pressured water equipment*, GPS equipment*); Ability to 30f, 30g, 30h, 30j, 30l, 31b, 31c, 31d, 32c, 32i, 32j, 32n, 32o, 32q, 33d, 33e, 34a, 34c, 34i, 35b, 35c, 35d. (*Developed After Employment)

3 | Maintains accurate records of all work performed. Communicates with office staff via cell phone, radio, in person or in writing. Utilizes a laptop or other computer to verify information, complete work orders, audit meter routes, prepare spreadsheets for billing, or update billing software. Also, obtains meter reads through a laptop for automated meter routes, handheld device or manually. | Knowledge of 3, 10*, 11a, 11b, 13, 14*; Skill in 29(equipment operation--motor vehicle, operation of vactor*, large and small hand tools, battery and gas operated drills & saws, air tools*, gas powered water pumps*, pulleys and hoists*, air monitors & ventilators*, radio based meter controllers*, hand held computers*, detectors*, locating equipment*, pressured water equipment*, GPS equipment*); Ability to 30f, 30g, 30h, 30j, 30l, 31b, 31c, 31d, 32c, 32i, 32j, 32n, 32o, 32q, 33d, 33e, 34a, 34c, 34i, 35b, 35c, 35d. (*Developed After Employment)

4 | Tests meters for accuracy; repairs, cleans, and paints meters; rebuilds meters and installs new radio transmitters; programs and records meter information. Assists with maintaining shop area, crew/brake room and meters/parts inventories. (Performs Related Duties As Required) | Knowledge of 3, 10*, 11b, 13, 14*; Skill in 29(equipment operation--motor vehicle, operation of vactor*, large and small hand tools, battery and gas operated drills & saws, air tools*, gas powered water pumps*, pulleys and hoists*, air monitors & ventilators*, radio based meter controllers*, hand held computers*, detectors*, locating equipment*, pressured water equipment*, GPS equipment*); Ability to 30f, 30g, 30h, 30j, 30l, 31b, 31c, 31d, 32c, 32i, 32j, 32n, 32o, 32q, 33d, 33e, 34a, 34c, 34i, 35b, 35c, 35d. (*Developed After Employment)

UNUSUAL WORKING CONDITIONS: Exposure to dirt, noises, extreme weather conditions, confined spaces; hazardous chemicals and field conditions; on call 24-hours.

MINIMUM CLASS REQUIREMENTS: (Including License, If Any)
Valid drivers’ license with an acceptable driving record. Equivalent to high school diploma; two (2) years full-time work experience interacting with the public in a customer service environment and two (2) years mechanical or plumbing maintenance experience - OR – alternative, equivalent evidence of the Minimum Class Requirements.

TRAINING & DEVELOPMENT: Must pass the Ohio EPA Class I Water distribution exam OR obtain and maintain a Certificate of Competency in Backflow from OTCO within four (4) years of hire.