



Marina Coast Water District

11 Reservation Road, Marina, CA 93933
(831) 384-6131 | Fax (831) 883-5995

METER READER

DEFINITION

Under general supervision, reads water meters and records consumption; cleans, inspects, and repairs water meters; identifies irregularities in meter equipment and related plumbing; provides a variety of customer service functions; performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

General supervision is provided by the Operations & Maintenance Supervisor or Assistant Operations & Maintenance Superintendent. No direct supervision of staff is exercised.

CLASS CHARACTERISTICS

This single position class is responsible for working independently in the field to read water meters, record consumption, maintain meters, perform customer service activities and other field duties in Marina and the former Fort Ord community.

EXAMPLES OF DUTIES (Illustrative Only)

- Reads water meters on assigned routes and records readings.
- Inspects meters to ensure proper registration and reports on conditions such as malfunctioning and improperly installed meters and suspicious conditions.
- Installs, replaces and repairs up to 2" meters as needed.
- Performs leak investigations, informs customers of results, makes minor repairs in the field or prepares work orders if needed.
- Connects or disconnects water services according to work orders issued by the Customer Service Department.
- Reports violations of the rules and regulations governing water consumption or conditions that may necessitate a change in rate for the service rendered.
- Shuts off service to customers with delinquent bills and restores service once payment arrangements are satisfied.
- Delivers and hangs door tags at assigned addresses according to customer work orders.
- Cleans dirt and weeds from meter boxes and trims bushes and trees around meter boxes.
- Identifies addresses for new water utility billing.
- Tactfully responds to and documents inquiries and complaints from the public.
- May perform hydrant and residential flow tests.

- May perform required route and usage information downloads and uploads daily using appropriate equipment and computer applications.
- Performs various office administrative and maintenance duties as required.

QUALIFICATIONS

Knowledge of:

- District street and address system, including awareness of hazards.
- A variety of meters and meter reading equipment and their respective functions.
- Basic safety practices related to the work, including confined space entry.
- Billing procedures and policies of water utility services.
- Techniques for providing a high level of customer service to the public and District staff, in person and over the telephone.

Skill in:

- Reading meters efficiently and recording accurate consumption information.
- Prioritizing own work and using independent judgment within procedural guidelines.
- Maintaining accurate and up-to-date records using automated and manual systems.
- Working under deadline pressure.
- Reading maps.
- Understanding and following written and oral directions.
- Establishing and maintaining effective working relationships with those contacted in the course of the work.

Education:

Equivalent to graduation from high school.

Experience:

No experience is required. Experience reading utility meters or reading and recording data with speed and accuracy is desirable.

License:

Position requires substantial driving in a District vehicle. Must possess a valid California class C driver's license, have a satisfactory driving record and be insurable under the regulations and guidelines of the District's liability and risk carrier.

Physical Demands:

Ability to work outdoors and walk for long periods of time, in a variety of weather conditions, sometimes over rough, uneven or rocky surfaces with dust, sand, noise, and traffic; carrying and lifting equipment and materials weighing up to 50 pounds; vision to read printed materials and meters; and hearing and speech to communicate in person, over a two-way radio and by phone.

FLSA Status: Non-exempt eligible for overtime

Bargaining Unit: MCWD Employees Association