

SAN BERNARDINO MUNICIPAL WATER DEPARTMENT

METER READER II

JOB DESCRIPTION

Under general supervision, to read, record and report reading of water meters; to clean and maintain meter locations; and to perform related work as required.

REPRESENTATIVE DUTIES

Provides courteous and expeditious customer service to the general public and city Department staff; Reads, records and reports readings of water meters; notes readings which may be high or low; makes arithmetic calculations to determine monthly use; checks customer complaints and, as appropriate, resolves user complaints, such as no water leaks and high consumption; examines meters for signs of tampering; tags water meters as necessary; reads new routes and route changes; may assist in the training of new personnel; operated Department vehicles; clears away bushes, weeds, grass, cockroaches, spiders, sow bugs, scorpions, fecal material, rocks, cement, water and other obstructions from meters; reports damaged or worn out meter gauges, glass and valves; maintains meter cards; checks meter numbers and new meter installation; answers questions from customers; notifies supervisor of inoperative meter locks; fends off dogs and other animals as needed; and performs related work as required.

MINIMUM QUALIFICATIONS

Graduation from high school or G.E.D. equivalent; and 2 years experience in meter reading, customer service or collection work with a utility organization, or 1 years as a Meter Reader I with the City of san Bernardino Water Department.

Possession of a valid California Class III Driver's license and mandatory liability insurance (State requirement) is required. Must have reliable transportation as job requires driving to various job sites on a daily basis.

GENERAL QUALIFICATIONS

Knowledge of:

Advanced water meter reading procedures;
Basic math;
Simple record keeping;
Methods of clearing debris from meter vaults;
Installation removal of meters, locks and devices;
Basic public relations skills to communicate with customers;
Appropriate safety precautions and procedures;
Geography and street locations of service area.

Ability to:

- Read, write and perform mathematical calculations at the level required for successful job performance;
- Takes accurate water meter readings and train others to perform this work;
- Record and report readings on water meters;
- Maintain accurate records;
- Read, understand and apply simple materials;
- Operate a vehicle observing legal and defensive driving practices;
- Understand and carry out oral and written instructions;
- Operate or learn to operate computerized meter reading equipment;
- Establish and maintain effective relationships with those contacted in the course of work.

ORGANIZATIONAL RELATIONSHIPS

The class of Meter Reader II is the journey level in the meter reader series. Supervision is received from the Meter Service Supervisor and/or Assistant Meter Service Supervisor. Positions in this class are flexibly staffed and normally filled by advancement from the entry level.