

# ***City of Coalinga***

***155 W. Durian Avenue***

***Coalinga, CA 93210***

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## ***Meter Reader***

***Pay Class: 19 General***

***FLSA Non-Exempt***

### **DEFINITION**

Under close to limited supervision of the Public Works Supervisor or his/her designee, performs unskilled to skilled tasks, operates and maintains a variety of field equipment and hand tools; reads utility meters and makes gas and water turn-on and turn-offs; minor maintenance of meters when necessary; answers service calls; and performs other duties as assigned.

### **CLASSIFICATION**

Ensures the accuracy of readings entered into a hand-held data entry terminal. Interacts with customers to gain access to their premises and answers questions as required. Assists Customer Service Representatives with routine customer service clerical tasks as required and as time away from primary meter-reading duties permits. Performs gas and water-meter maintenance tasks. Reports abnormal or suspicious meter conditions or usage patterns to Supervisor or his/her designee.

**Meter Reader** - Under close to limited supervision with detailed instruction and review, incumbents are expected to learn the common and most typical tasks of the position. To perform water and gas readings to determine consumption of services, to ensure the accuracy of readings; minor maintenance of meters and to connect and disconnect services for customers.

### **EXAMPLES OF ESSENTIAL DUTIES**

***NOTE: Examples listed in this class specification represents but is not necessarily exhaustive or descriptive of duties assigned to this position. Each individual in this classification may not necessarily perform all the duties listed. Management reserves the right to assign other related tasks if such duties are a logical assignment for this position.***

- Assists in the installation, repair and maintenance of City utility systems – water production, water distribution, gas distribution and other utility services.
- Walks along a predetermined route of varying length reading water, gas, and electric meters, both analog and digital.
- Enters meter readings, access information, trouble codes, and other data into meter books or hand-held devices and computers designed specifically for meter reading tasks.
- Informs Supervisor of abnormal or suspicious meter conditions or usage patterns such as hazardous circumstances such as gas odors, exposed electrical wiring, open or broken water or curb gas meter boxes, inoperative meters, meters which appear to have been tampered

with, and make repairs as needed.

- Answers customers' questions regarding billing or other utilities-related subjects or refers customers to proper personnel to obtain answers; always maintains a high level of politeness and professionalism in dealing with customers.
- Acts as serviceman to answer public calls for utility service; performs gas and water turn-on and turn-offs and lights pilot lights.
- Performs occasional minor water-gas meter maintenance tasks such as checking water and gas pressure testing, gas-water meter replacement, and meter box repair and replacement.
- Uses a variety of equipment and tools such as sandblaster, airless pump machine, rollers, welders, paint striper, airless painter, dump trucks, jack hammers, air compressors, tractors, etc.
- Lifts, moves, loads, hauls and unloads heavy objects including boxes, rocks/stones, gravel, dirt, asphalt, concrete, meters and other materials and equipment.
- Install, program, maintain and troubleshoot components of the automated meter reading calibration.
- Perform occasional minor water and gas meter tasks, check for water leaks, tampering, or broken meters.
- Maintains accurate records and submits productivity reports.
- Cleans and cares for tools and equipment used on the job.
- Carries out daily pre-use inspections of equipment and performs other regular safety, maintenance, and cleanliness checks as required.
- Provides a high level of customer service to all customers, users, tenants, vendors, citizens and co-workers.
- Performs gas line patrolling looking for any signs of leaks, damage to gas line components and installs markers
- Performs other duties as assigned.

### **MINIMUM QUALIFICATIONS**

***NOTE:*** *The specifications listed below outline the desirable qualifications necessary for entry into the class and do not necessarily convey the qualifications of incumbents within the position.*

**Education:** Equivalent to completion of twelfth grade; specialized training in a related field is highly desirable.

**Experience:** One year of work experience involving frequent public contact. One year of meter reading or maintenance experience preferred.

**Licenses:** Valid State of California Drivers License; must be insurable under the City's insurance policy without the City incurring any additional premiums or costs.

**Other:** Must be a U.S. citizen or Legal Resident Alien; pass a background investigation, physical examination including drug test; and successfully complete a one-year probationary period.

**Certification(s):** To be eligible for the position of Meter Reader the incumbent **must possess or complete** the following certifications/training within 18 months of hire:

- ▶ Grade D1 Water Distribution Certificate issued by the State Water Resources Control Board.
- ▶ All required Operator Qualifications (OQ) tasks and training for natural gas distribution administered by the Public Works Division.
- ▶ Must be able to pass the California Department of Motor Vehicle (DMV) physicals and drug tests mandated by the Pipeline and Hazardous Materials Safety Administration (PHMSA)

***NOTE: It is the employee's responsibility to renew all applicable license(s). The City will reimburse the employee for any required training expenses.***

## **KNOWLEDGE, SKILLS AND ABILITIES**

***NOTE: The following is a representative sample of the KSA's necessary to perform essential tasks of the position.***

**Knowledge of:** Equipment operation, techniques, and methods used in the area of specialization; common tools and equipment used in construction and maintenance work; safety precautions and procedures; tools, methods, techniques and materials used in street, water, gas, sewer, and grounds construction and maintenance; standards relating to the proper installation and maintenance of street signs and pavement markings; basic principles involved in the operation and maintenance of pumps and motors; and traffic laws, ordinances and rules related to truck and heavy equipment operations.

**Skill and Ability to:** Operate the particular type of equipment assigned; perform a variety of semi-skilled and sometimes skilled maintenance, construction and utility service work; perform heavy manual labor; maintain simple records; enter and read numerical data; work effectively without immediate supervision; understand and carry out oral and written directions; learn departmental procedures and programs; have excellent attendance and be punctual; and establish and maintain effective working relationships with supervisors, peers, subordinates and the general public.

## **ATTITUDE**

Characterized by initiative, commitment to teamwork and quality performance, and a customer-service orientation, must interact in a positive manner with City employees and the public.

## **PHYSICAL AND PSYCHOLOGICAL REQUIREMENTS**

***NOTE: The physical and psychological demands described herein are representative of those that must be met by an employee to successfully perform the essential duties of this classification.***

***Reasonable accommodations may be made to enable an individual with qualified disabilities to perform the essential functions of this job, on a case-by-case basis.***

Sufficient mobility to work outdoors, in hot and cold weather; sufficient mobility to ascend or descend ladders, scaffoldings, stairs, or inclined surfaces; ability to reach, lift, load or unload heavy materials; walk 8-10 miles a day; sufficient hearing and speech to communicate in person and over the telephone; dexterity to use small tools (dexterity to grasp with simple or firm grip, to perform fine manipulation with dominant/non-dominant hand or both hands); ability to see well enough to read small print, gauges, and instruments; see distances sufficient to see oncoming traffic, read signs, and hazards; subject to loud noise and dirty (dusty or muddy) work conditions. Because duties may require going on citizens' property and occasionally into their premises, it is absolutely essential that the incumbent have unimpeachable honesty, a high level of regard for customers' privacy, and a significant degree of politeness. Individuals must exercise good judgment, be flexible, creative, and sensitive in response to changing situations and needs; and communicate clearly and concisely, both orally and in writing.

Approved by: Marissa Trejo 8/7/24  
Marissa Trejo, City Manager Date