

City of Fort Worth, Texas Job Description

Classification Title	Meter Services Technician I		
Job Code:	ST5520	Job Family:	Service Trades
Pay Grade	505	Date Reviewed:	04/24/2021
FLSA Status	Nonexempt	Date Revised:	10/07/2023

GENERAL SUMMARY

Performs a variety of technical and manual labor tasks associated with the installation, maintenance, and repair of water meters. Assists upper level meter service technicians and supervisory staff with tasks as assigned. Troubleshoots operating functions of the advanced metering infrastructure (AMI) systems.

ESSENTIAL DUTIES & RESPONSIBILITIES

The intent of this job description is to provide a representative summary of the major duties and responsibilities performed by incumbents of this job. Incumbents may be requested to perform job-related tasks other than those specifically presented in this description.

1. Performs installation and preventative maintenance on 5/8"-1" water meters, endpoints (radio transmitter), pipe fittings, valves, meter boxes and lids.
2. Programs connection of meter and endpoint to radio network and configures route and cycle information.
3. Validates water meter readings, turns on/off water services, delivers notification tags for new or discontinued service, and locks water service for delinquent accounts.
4. Performs water services field investigations in response to customer inquiries, inspects condition of 5/8"-1" water meters and pipe fittings for installation, repair, or replacement. Identifies and reviews resource needs with appropriate management staff.
5. Locates water assets (water service lines, water mains, water meters and valves), utilizing maps and Geographic Information Systems (GIS).
6. Adheres to maintenance schedules and methods to ensure accurate meter reporting and functionality.
7. Records field activity performed at job site on work order system utilizing mobile unit/tablet. Confirms that all necessary information is included on the work order including accurate meter, register and smart point information.
8. Provides exceptional customer service, answers questions, and takes appropriate steps to meet the needs of the customer.
9. Inspects, operates and maintains assigned City vehicle, equipment, tools and machinery in a safe and appropriate manner.

10. Monitors work area to ensure a safer working environment. Follows established safety policies and procedures.
11. Adheres to assigned work schedule as outlined in the Department and City attendance policies and procedures; ensures all behaviors comply with the City's Personnel Rules and Regulations.
12. Performs other duties as required.

KNOWLEDGE, SKILLS & ABILITIES

- **Knowledge of:**
 - Materials, methods, practices, tools, and equipment used in meter installation and maintenance operations (valves, meters, radio endpoints, meter boxes, and lids).
 - Basic operational characteristics, services, and activities of advanced metering infrastructure (AMI) systems.
 - Methods and techniques for inspecting electronic and electrical circuits.
 - Arithmetic operations (addition, subtraction, multiplication, and division).
 - Microsoft Office.
 - Geographic Information Systems (GIS).
 - Water standards and detail drawings.
 - Safety precautions and practices as applied to Meter Services operations.
 - Pertinent Federal, State and local laws, and regulations and policies.
 - General departmental policies and regulations.
- **Skill in:**
 - Exceptional customer service.
 - Effective communication.
 - Accuracy and attention to detail.
 - Organization and time management.
 - Operation and utilization of assigned equipment.
 - Observation and good judgement.
- **Ability to:**
 - Communicate clearly and effectively, both orally and in writing.
 - Identify and repair 5/8"-1" water meter malfunctions and leaks.
 - Install and/or replace meters and equipment used in 5/8"-1" meter maintenance operations.
 - Operate (open/close) 5/8"-2" water valves.
 - Investigate water consumption on residential meters (volume computation, unit conversions, measurements, and distance).
 - Activate and troubleshoot AMI equipment.
 - Diagnose communication and signal strength issues.
 - Utilize tools of the electrical and electronic trade.
 - Test, diagnose and repair electronic and radio circuitry.
 - Operate and use a variety of hand/power tools and equipment.
 - Manage time and workload effectively.
 - Produce high quality work under minimal supervision.

- Understand and follow written and oral instructions.
- Effectively utilize a map to route work.
- Drive safely and observe all traffic laws.
- Adhere to safety procedures and proper use of safety equipment at all times.
- Interpret and follow applicable policies and procedures.
- Use computer, various software, smart phone, and tablet.
- Establish and maintain effective working relationships.
- Understand and Interpret engineering plans.

MINIMUM JOB REQUIREMENTS

High school diploma/GED and no experience required.

OTHER REQUIREMENTS

Valid Texas driver's license.

Possession of, or ability to obtain, within one (1) year of employment, a Class D Water Distribution certification from the State of Texas.

Possession of, or ability to obtain, within two (2) years of employment, a Class C Water Distribution certification from the State of Texas.

Must be able to work rotational on call, after hours, including evenings, weekends, holidays and overtime as needed.

This position is considered essential to services that must be carried out during inclement weather or disasters and will be required to report to work during these times.

Must be able to pass a drug test and physical prior to job placement.

WORKING CONDITIONS

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Depending on assignment, positions in this class typically require touching, talking, hearing, seeing, grasping, standing, stooping, kneeling, crouching, reaching, walking, repetitive motions, climbing, balancing, pushing, pulling and lifting. Incumbents may be exposed to moving mechanical parts, odors, dusts, poor ventilation, chemicals, oils, extreme temperatures, inadequate lighting, intense noises, gases and workspace restrictions.

Requires working outdoors in all-weather environments including wind, rain, snow, extreme cold, or high heat, fumes, etc.

Frequently exposed to dangers related to plants, animals, insects, spiders, and snakes.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Heavy Work – Depending on assignment, positions in this class typically exert up to 100 pounds of force occasionally, up to 50 pounds of force frequently, and/or up to 20 pounds of force constantly having to move objects. This includes but is not limited to cases of water meters, registers, and automated metering supplies, tools, equipment, etc.

Duties require mobility to work out in the field.