

# City of Fort Worth, Texas

## Job Description

<b>Classification Title</b>	Senior Meter Services Technician		
<b>Job Code:</b>	ST5540	<b>Job Family:</b>	Service Trades
<b>Pay Grade</b>	510	<b>Date Reviewed:</b>	04/24/2021
<b>FLSA Status</b>	Nonexempt	<b>Date Revised:</b>	10/07/2023

### GENERAL SUMMARY

Leads, oversees and performs a variety of complex technical and manual labor tasks associated with the installation, maintenance, and repair of water meters. Ensures meter operations comply with regulatory and accuracy standards. Responds to escalated customer concerns and inquiries in a timely and efficient manner. Troubleshoots all operating functions of the advanced metering infrastructure (AMI) systems. Assists supervisory staff with tasks as assigned.

### 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. Schedules, prioritizes and oversees daily Meter Services activities. Assign, directs, trains, reviews and participates in the work of the employees responsible for providing a wide variety of customer services in support of the department.
2. Assigns work order assignments, assures work orders are complete and confirms that all necessary information is included on the work order including accurate meter, register and smart point information.
3. Performs meter reading data extractions, reprogramming meters, settings, unit configurations, and troubleshoot communication issues.
4. Performs installation and preventative maintenance on 3" and above water meters, endpoints (i.e., radio transmitter), pipe fittings, valves, meter boxes and lids.
5. Performs complex water services field investigations in response to escalated customer inquiries.
6. Researches and reviews accounts for revenue recovery.
7. Inspects condition on 3" and above water meters and pipe fittings for installation, repair, or replacement. Identifies and reviews resource needs with appropriate management staff.
8. Oversees and inspects water meter projects and operational activities performed by in-house staff or contractors.
9. Coordinates with other departments to resolve escalated customer inquiries.
10. Monitors and evaluates quality, responsiveness, efficiency and effectiveness of assigned field operations methods and procedures.

11. Monitors and conducts compliance inspections of field staff drivers utilizing fleet management software, field staff vehicles, and tools.
12. Communicates field staff productivity, operational needs, and other job related issues to appropriate management staff.
13. Monitors work area to ensure a safer working environment. Follows established safety policies and procedures.
14. Assists with special projects and performs other duties as required.
15. Assists in training Meter Services Technicians I and II.
16. 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.

## **KNOWLEDGE, SKILLS & ABILITIES**

- **Knowledge of:**
  - Water distribution systems.
  - Materials, advanced methods, practices, tools and equipment used in meter installation and maintenance operations (valves, small and large meters, radio endpoints, meter boxes, and lids).
  - Advanced operational characteristics, services, and activities of electronic meter reading systems (i.e., AMI).
  - Methods and techniques for inspecting electronic and electrical circuits.
  - 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.
  - Professional and effective communication.
  - Accuracy and attention to detail.
  - Organization, time management, planning, prioritizing.
  - Operation and utilization of assigned equipment.
  - Observation, complex problem solving and decision-making.
- **Ability to:**
  - Communicate clearly and effectively, both orally and in writing.
  - Interpret and explain applicable policies and procedures.
  - Investigate, identify and repair 3" and above water meter malfunctions and leaks.
  - Install and/or replace meters and equipment used in 3" and above meter maintenance operations.
  - Investigate water consumption on residential, commercial and industrial 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 (open/close) 3" and above water valves.
- Investigate water consumption on meters and for high profile residential, commercial and industrial accounts (volume computation, unit conversions, measurements, and distance). Operate and maintain a variety of hand/power tools and equipment.
- Respond to complex and escalated requests and/or inquiries from the public.
- Manage time and prioritize workload effectively.
- Produce high quality work under minimal supervision.
- Understand and follow written and oral instructions.
- Perform mathematical calculations (volume computation, unit conversions, measurements, and distance).
- Drive safely and observe all traffic laws.
- Adhere to safety procedures and proper use of safety equipment at all times.
- Interpret and explain applicable policies and procedures.
- Proficiently use computer, various software, smart phone, and tablet.
- Establish and maintain effective working relationships.
- Understand and Interpret engineering plans.
- Inspect work quality and provide training.

## **MINIMUM JOB REQUIREMENTS**

High school diploma/GED and three (3) years of increasingly responsible water meter repair, installation, and reading experience.

## **OTHER REQUIREMENTS**

Valid Texas driver's license.

Possession of 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.