



City of Klamath Falls

Position Description

Position: Meter Servicing Specialist	Group: AFSCME
Department/Division: Finance & Business Services/Utility Billing	FLSA: Non-exempt
Evaluated by: Meter/Billing Operations Manager	Salary Grade: 113

Summary

The Meter Servicing Specialist works independently under direct supervision and is expected to perform duties based on instructions or specific objectives received from Meter Services Supervisor and/or Meter/Billing Operations Manager. Employee performs meter service tasks and a variety of semi-skilled work in the installation, maintenance, and repair of water meters and radios as well as being responsible for connection and disconnections of water services. Employees in this position must demonstrate the ability to exercise good judgement and diplomacy.

Distinguishing Career Features

Meter Servicing Specialist requires competency in multiple areas of specialization requiring advanced training, education, and experience in meter and radio operations. An advanced knowledge of the workings of the AMI system is required.

Essential Duties and Responsibilities

- Performs turn on and turn off water service for customers, including disconnects for non-payment of bills.
- Receives and completes daily work orders on both paper and through Mobile Service Orders.
- Checks and tests pressures on request.
- Checks locations of reported leaks to determine city or customer responsibility and reports to responsible party.
- Accurately reads/records all types of meters and usage for the purpose of billing.
- Accurately routes new meters.
- Performs installations of new meters/radios as needed.
- Performs repair, replacement and reprogramming of meters/radios as needed.

- Completes walking of assigned routes to inspect for repairs, replacement or maintenance of meter and meter boxes.
- Verifies meter readings for accuracy when necessary.
- Evaluates meters and meter settings for change out and rebuild.
- Is familiar with City codes, resolutions, policies, and follows required City safety practices.
- Picks up payment drop boxes and City mail as needed.
- Carries afterhours on call phone as part of a rotation.
- Meets with customers in the field upon request to answer questions about meter related issues.

Qualifications

- **Knowledge and Skills**

The position requires knowledge of codes, regulations, and laws governing City utility services. Skill in general computer software. Requires sufficient knowledge of English grammar and composition, business and/or legal formats, and spelling, to prepare correspondence and communicate via phone, in person and via email. Requires sufficient math skills to perform arithmetic computations. Requires excellent human relations skill to maintain harmony in a work setting and deal with customers in a way that reflects positively on the City.

- **Abilities**

Requires ability to read, analyze, and interpret technical information, and related documents. Ability to read and interpret documents such as safety rules, operating and maintenance instructions, ordinances, resolutions, policies, and procedure manuals. Requires the ability to learn and interpret City codes, regulations, policies and procedures, and other laws. Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram forms. Must be able to perform all duties of the position including operation of a variety of computer software programs designed for City utility services. Requires the ability to use and operate hand tools, mechanical equipment and power tools and equipment required for the work in a safe and efficient manner. Requires the ability to maintain accurate records.

- **Physical Abilities**

Requires the ability to stand, walk, and manipulate (lift, carry, move) light to medium weights of up to 50 pounds on a continuous basis, pushing, pulling, guiding over 50 pounds on an infrequent basis. Requires the ability to stoop, kneel, and crouch to place and move work objects. Requires the ability to perform full arm extension and movement out and overhead. Requires sufficient hand-eye coordination, hand and finger dexterity including ability to grasp, and visual acuity to operate equipment and read technical and safety information. Requires the ability to work on varying work shifts and in disagreeable work conditions that have septic exposure risks.

- **Education and Experience**

The position requires a High School diploma or General Equivalency Degree (GED) and one to two (1-2) years of work experience relevant to the position.

- **Licenses and Certificates**

Must possess and maintain a valid Oregon Driver's License.
An employee in this position must complete two OESAC (Oregon Environmental Services Advisory Council) approved CEUs, equivalent to 20 hours of instruction, every two years. The course work must be preapproved by Meter Servicing Supervisor and/or the Utility Billing Manager. Employees must continue to demonstrate through application, current knowledge required for the Operator 1 Certification outlined by the State of Oregon Water Personnel Certification Rules.

Employee initiated requests for field work that is required to obtain a State of Oregon Water Distribution Operator Certification must be preapproved by Meter Servicing Supervisor and/or the Meter/Billing Operations Manager.

Preferred: Water Distribution Operator 1 Certification

- **Working Conditions**

Work is regularly performed outdoors where extensive safety considerations exist from physical labor, moving equipment, chemical reactions, septic situations, and exposure to wet and/or humid conditions and temperature, odor, and noise extremes.

- **Pre-Employment**

Job offers are contingent on the individual passing a pre-employment drug screen and fit-for-duty exam.

The City of Klamath Falls is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the City of Klamath Falls will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.