



respect - Communication - Integrity - Teamwork - family

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**METER SERVICE PERSON - LEAD**

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**DEPARTMENT/DIVISION:** Finance/Utility Billing

**GRADE:** 6

**GROUP:** AFSCME

**FLSA STATUS:** Non Exempt

**EFFECTIVE DATE:** July 1, 2011

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**SUMMARY**

The Meter Service Person, Lead works under the direction of the Water Superintendent, and is responsible for servicing and repairing water meters, and for connecting and disconnecting water service. This position reads water meters, records usage, and verifies accuracy of readings. This employee must demonstrate the ability to work independently, exercising good judgment and diplomacy in the execution of routine matters; and meets the public with a pleasant, helpful manner.

**EXAMPLES OF DUTIES**

Duties may include but are not limited to the following:

Performs connects and disconnects of water service for customers.

Checks and tests pressures on request from customers or Utility Billing Manager

Checks locations of reported leaks to determine source for Utility Billing Manager.

Accurately reads/records all types of meters and usage for the purpose of billing.

Oversees other meter readers and meter service people for work output and public relations ability, reporting to and documenting all discrepancies to Water Superintendent.

Oversees meter readers in routing new meters.

Verifies accuracy of meter readings when necessary.

Evaluates yearly meter reading schedule.

Delegates work orders for Meter Service Persons in regard to priority and location to ensure best working efficiency.

Pick up City mail daily from post office.

Coordinates vacation schedules for Meter Service Persons and Meter Readers with Water Superintendent.

## **SUPERVISORY RESPONSIBILITIES**

This is a non-supervisory position.

## **QUALIFICATION REQUIREMENTS**

### Education and/or Experience:

High school diploma or general education degree (GED); at least four (4) years experience reading meters, conducting meter service; and three (3) years experience on distribution system maintenance.

### Certificates/Licenses:

Must possess and maintain a valid Oregon Driver's License and State of Oregon Water Distribution Operator Certification Grade II.

## **PRE-EMPLOYMENT**

Job offers for this position are contingent on the individual passing a pre-employment drug screen.

## **KNOWLEDGE, SKILLS and ABILITIES**

The requirements listed below are representative of the knowledge, skill and/or ability required.

### Knowledge of:

Size, type and location of all meters for the purpose of reading or minor repairs; electronic reading devices; City code, Policies and Procedures.

### Skill in:

Basic computer operation; dealing with the public in a positive manner; public relations skills necessary as a representative of the City and Water Department to ensure communication and clarification of responsibility, as set forth in City Code, policy and procedures, whenever conflict or question is raised by customers.

### Ability to:

Maintain and incorporate new services in current meter reading cycles; contact proper departments; construct yearly meter reading schedule to ensure a structured cycle which

will include all of the water services; contact animal control or law enforcement when necessary to prevent exposing self or staff to unnecessary physical harm or conflict; read and interpret documents in the English language, such as safety rules, operating and maintenance instructions, and procedure manuals; write, in English, routine reports and correspondence; add, subtract, multiply, and divide using whole numbers; apply commonsense understanding to carry out instructions furnished in written, oral, or diagram form; deal with problems involving several concrete variables in standardized situations.

## **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 qualified individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to stand; walk; use hands to finger, handle, or feel objects, tools, or controls; reach with hands and arms; and stoop, kneel, crouch, or crawl. The employee frequently is required to climb or balance. The employee is occasionally required to sit.

The employee must regularly lift and/or move up to 50 pounds and occasional lift up to 100 pounds. Specific vision abilities required by this job include close vision, peripheral vision, depth perception, and the ability to adjust focus.

## **WORK ENVIRONMENT**

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 qualified individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee regularly works in outside weather conditions. The employee frequently works near moving mechanical parts and is frequently exposed to wet and/or humid conditions and fumes or airborne particles. The employee is occasionally exposed to extreme heat and vibration.

An employee in this position must withstand exposure to variable weather conditions.

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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.

