

Middletown, CT Job Description

Classification Title	Meter Reader
Job Code	
Department	Water & Sewer
Union Group	AFSCME 466
FLSA Status	
Pay Grade	

PURPOSE OF POSITION

The purpose of this position is to manage customer service requests for water shutoffs, meter changes and radio installations. install, maintain, repair and tests water meters; maintain related records; and leads and coordinates activities associated with the operation, maintenance and repair of the water & sewer system. The work is performed under the direction of the Field Maintenance Manager, or designee.

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. Employees may be requested to perform job-related tasks other than those specifically presented in this description.

- Installs new water meters; runs wire from inside to outside of building; programs and mounts remote readers; installs meter connectors. Replaces old meters; Completes meter work order reports; Dismantles and scraps old meters; Orders meters and related supplies; and Determines when meters are no longer efficient. Performs data retrieval for meter inventory, locations, readings and bills. Creates meter reading routes.
- Trains and supervises semi-skilled employees, maintains records, and prepares reports. Leads and coordinates activities of workers engaged in installing, maintaining and repairing water and sewer system mains, appurtenances, facilities and equipment. Operates various types of construction equipment. Creates assignments for Meter Readers. Generates reports of productivity.
- Researches records to locate curb boxes; locates curb boxes in the field; operates and repairs curb boxes. Performs annual backflow testing and inspection of homes and buildings for cross connections.
- Researches maps to locate gate valves; locates valves; vacuums out dirt and rocks; opens and closes gate valves. Performs water shutoffs.
- Schedules appointments and checks meter readings for closing. Investigates high water bills, determines cause and makes recommendations.

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- ~~Investigates and responds to complaints from customers; inspects meters for tampering; inspects and reports cross-connection violations. Investigates possible service breaks. Provides consultation and expert advice to management on meter reading processes.~~
- ~~Installs and removes hydrant meters; reads hydrant meters; checks static pressure on hydrants.~~
- ~~Reads water meters for generation of bills.~~
- ~~Maintains meter and account information on customer service database.~~
- ~~Plans, coordinates and supervises the work of employees in the installation, testing and repair of water meters.~~
- ~~Provides assistance to customers checking for internal plumbing leaks.~~
- ~~Performs the functions of subordinate Utility Workers, as assigned or required.~~
- ~~Following standard procedures, organizes work assignments, determines needed workers, equipment and materials for implementation, repair and maintenance work.~~
- ~~Assigns workers to equipment operation and manual labor; reviews work in progress and reassigns workers as needed.~~
- ~~Operates all Water & Sewer Division heavy and light equipment.~~
- ~~Examines water hydrants, evaluates system trouble spots, and reviews new installation.~~
- ~~Performs manual labor in replacing or repairing of pipes or maintaining facilities.~~
- ~~Maintains field log books.~~
- ~~May inspect installation work performed by private contractors to assure conformity with City requirements.~~
- ~~Inspects faulty Automated Meter Reading Systems on customers premises, identifies cause, and takes corrective action.~~
- ~~May shut off and turn on water service at street line gate as required.~~
- ~~Maintains availability to respond to emergency situations on a rotating, on-call basis; or as determined by the Director or designee.~~

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- ~~• Arrange customer installations as required.~~
- Perform other related duties as assigned.

MINIMUM JOB QUALIFICATIONS

Education and Experience

~~High school diplomaschool diploma or equivalent and experience with computer entry, with two years experience in the operation and maintenance of water & sewer utility; or any combination of education and experience that provides equivalent knowledge, skills and abilities.~~

~~Appropriate education substitutions can be made.~~

Other

- ~~• Possession of a Backflow Preventer Device Tester and Cross-Connection Survey Inspector Certifications, or the ability to obtain within one year of appointment. Must have a Class II Water Distribution System Operator License or the ability to obtain within two years; and a valid Class A Commercial Driver's License (CDL) with tank endorsement (N)-Distribution II License.~~

PREFERRED QUALIFICATIONS

~~Plumbing License.~~

KNOWLEDGE, SKILLS, and ABILITIES

- ~~• Requires the ability to perform basic level of data analysis including the ability to review, classify, categorize, prioritize and/or reference data, statutes and/or guidelines and/or group, rank, investigate and diagnose. Requires discretion in determining and referencing such to established standards to recognize interactive effects and relationships. Knowledge of plumbing and fixtures~~
- ~~• Requires the aAbility to persuade, convince, influence, train and monitor, in favor of a desired outcome. Requires the aAbility to act as a lead person.~~
- ~~• Requires the aAbility to utilize a variety of reference, descriptive and/or advisory data and information such as meter readings, work orders, meter test reports, street maps, service cards, handbooks, procedures, guidelines and non-routine correspondence.~~

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- ~~Requires the ability to communicate orally and in writing with all department personnel, other City departments, homeowners, plumbers, vendors, customers and the public.~~ Knowledge of water meters, sizes, operations and measuring unit
- ~~Requires the ability to perform addition, subtraction, multiplication and division; and to calculate percentages and decimals.~~ Ability to read and distinguish water maps and service cards
- Ability to Relate to and interact with a non-traditional and diverse student and employee population
- Ability to Work independently
- Ability to Read, analyze, and interpret standards, policies, procedures, and regulations
- Ability to Develop and write reports, policies, and correspondence
- Ability to Handle common inquiries or complaints
- Ability to Define problems, collect data, establish facts, and draw valid conclusions
- Ability to Perform mathematical computations such as addition, subtraction, multiplication, division. Calculate percent distributions, increase rates, and similar computations.
- Ability to Exercise good judgment and focus on detail as required by the job
- Ability to Operate standard office equipment, such as computer keyboards and monitors, copiers, scanners, and telephone
- Ability to Use (or learn to use) computer software and systems applicable to the position
- Ability to Follow oral and written instructions and procedures
- Ability to Collect, organize, and interpret data and prepare accurate records
- Ability to Organize large volumes of detailed data and information
- Ability to Verify and maintain accuracy of detailed data and information, detect data errors
- Ability to Meet schedules and deadlines of the work unit
- Ability to Communicate in English effectively orally and in writing
- Ability to Maintain well-organized materials, files, systems and tools
- Ability to Aadapt to changes in work situations and priorities

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- ~~Ability to R~~reason/analyze; use logic to identify and resolve problems
- ~~Ability to E~~valuate, organize, and summarize data and information
- ~~Ability to E~~establish and maintain constructive and cooperative interpersonal relationships with staff, peers, supervisors, or managers in the work unit and other departments, as well as with staff of outside entities and other individuals, as applicable to the essential duties and responsibilities
- ~~Ability to S~~satisfy the needs of internal and external customers accurately and promptly, treating customers with fairness and respect.

PHYSICAL REQUIREMENTS

- ~~Requires the ability to operate, calibrate, tune and synchronize, and perform complex rapid adjustment on equipment, machinery and tools such as a computer and other office machines, water meters, vacuums, dump truck, backhoe, pumps, valves, hand and power tools and/or related materials used in performing essential functions.~~
- ~~Ability to coordinate eyes, hands, feet and limbs in performing skilled movements such as rapid installing water meters.~~
- ~~Tasks involve the ability to exert light physical effort in sedentary to light work, but which may involve some lifting, carrying, pushing and pulling of objects weighing five to ten pounds.~~
- ~~Requires the ability to recognize and identify similarities or differences between characteristics of colors, shapes and sounds associated with job-related objects, materials and tasks.~~

Exerting 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.

WORKING CONDITIONS

The working conditions described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable

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accommodations may be made to enable individuals with disabilities to perform the essential functions.

~~Ability to work under safe and comfortable conditions where exposure to environmental factors is minimal and poses a very limited risk of injury.~~

Incumbents may be subjected to moving mechanical parts, odors, dust, poor ventilation, chemicals, oils, extreme temperatures, inadequate lighting, intense noises, gases, workspace restrictions, vibrations, chemicals, and oils.

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

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Dates revised	