# WATER METER SERVICE WORKER

## DISTINGUISHING FEATURES OF THE CLASS:

This position involves responsibility for the installation, maintenance, programming, and reading of water meters and automated meter reading equipment and cross connection control. An incumbent has frequent contact with the public. The work is performed under the general supervision of the Director of Municipal Utilities and oversight from the Plumbing Inspector with considerable freedom allowed for independent judgment in scheduling and carrying out the work. An incumbent exercises no supervision.

## TYPICAL WORK ACTIVITIES:

Installs, maintains, programs, and reads various-sized water meters and automated meter reading equipment utilizing automated meter reading equipment;

Maintains detailed records and logs of water meter installation, maintenance, repair and testing related activities;

Utilize computer based programs such as GIS, all Microsoft programs such as Word and Excel, City Water Milling Software such as MUNIS, meter management software such as Sensus Analytics, and Backflow Device Monitoring/Management software such as VEPO;

Meets with water consumers to investigate complaints and inspect water meters and internal plumbing for excessive water consumption;

Coordinates closely with Water Billing Staff and the Plumbing Inspector to troubleshoot and complete daily metering issues;

Develops reports and tracks meter status;

Evaluates and cross connections, determines the degree of hazard, and assesses need for installation of containment back-flow prevention devices, and determines;

Coordinates regularly with the Plumbing Inspector and Director to develop compliance schedules and engineering-based solutions for installation and /or maintenance of existing and new backflow devices;

Installs, maintains and repairs back-flow prevention devices;

Tests back-flow devices on an annual basis;

Inspects meter and cross connections for compliance with installation plans;

Collects and transmits information regarding back-flow prevention projects to architectural and engineering firms, plumbing contractors and State and County Health Departments;

Reports in writing orally to the Director of Municipal Utilities or Plumbing Inspector as required.

## FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Good knowledge of the principles and practices related to water meter and back-flow prevention device installation, maintenance, repair, testing and reading;

Good knowledge of the tools and equipment used in water meter and back-flow prevention device installation, programming, and reading including automated meter reading equipment;

Good knowledge of keeping digital records and logs;

Good knowledge of city geography;

Good knowledge of the city's water transmission and distribution system;

Working knowledge of architectural, engineer, contracting and plumbing firms involved with the construction of back-flow prevention devices;

Ability to install, maintain, repair, test and read water meters and back-flow prevention devices;

Ability to utilize computer and application-based software to troubleshoot meters, complete digital closeout of work orders, manage meter inventory, manage backflow applications/accounts, review plans, develop emails, excel tracking programs and word documents.

Ability to use tools and equipment related to installing, programming, and reading water meters and back-flow prevention devices including automated meter reading equipment;

Ability to maintain detailed digital records and logs;

Ability to effectively orally communicate and interact with the public and co-workers;

Ability to understand and follow written and oral instructions;

Ability to work independently in scheduling and performing work;

Ability to work directly with water billing staff on a daily basis on troubleshooting meter related issues in the field and match records held in the water billing software program;

Physical condition commensurate with the demands of the position.

## MINIMUM QUALIFICATIONS:

Graduation from high school or possession of a high school equivalency diploma.

AND

Two (2) years of experience performing skilled plumbing or water maintenance related work that involved ongoing contact with the public.

## SPECIAL REQUIREMENTS:

Possession of a New York State Department of Motor Vehicles license appropriate to the vehicles or equipment operated.

Possession of New York State Backflow Tester Certification within 12 months of appointment.

Jurisdiction: City of Auburn

Revised: October 13, 2015, November 19, 2018, October 15, 2021, November 13, 2023, October 13, 2026

Class: Noncompetitive