

METER SERVICES TECHNICIAN

Code No.: 4-14-120
COMPETITIVE

DISTINGUISHING FEATURES OF THE CLASS: This position is responsible for field investigations. Technicians are required to do extensive traveling throughout the Monroe County Water Authority service area to perform duties at a variety of locations including residential homes, commercial buildings, construction sites, basements and vaults. Employees may be required to climb ladders or stairs and enter confined or restricted spaces. Work may involve lifting and carrying tools and equipment. The employee reports directly to and works under general supervision from a higher level staff member with considerable latitude allowed for resolving specific problems. Assignments are received at the start of the work day. The employee is required to work rotating evening shift hours, and be available for emergency call-in duty. Does related work as required.

TYPICAL WORK ACTIVITIES: (All need not be performed in a given position. Other related activities may be performed although not listed.)

Investigates customer complaints regarding high water bills and recommends corrective action; records and reports back on action taken;

Reviews daily work orders, develops job route for the day and reviews maps and other written instructions;

Performs on-site monitoring of new tract, commercial, and single family residence construction; sets a meter as soon as practical;

Notifies and instructs contractors of required plumbing corrections as required by Monroe County Water Authority Rules and Regulations;

Performs turn-offs and turn-ons of delinquent water service accounts and seasonal water services;

Performs water service account audits as requested by Customer Service based upon computer generated reports identifying unusual consumption trends, stopped meters, high number of estimates, etc.;

Completes daily work reports which include short written description of work performed;

Assists water customers in ascertaining piping or fixture failures causing leakage;

Reads, changes and installs water meters;

Documents and reports unapproved cross-connections found within customer premises;

Tests and calibrates new and repaired meters;

Assists in the reading and testing of meters when necessary;

Operates power driven or hand tools as required to complete meter installations;

Performs all work in accordance with established departmental safety practices.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL

CHARACTERISTICS: Working knowledge of plumbing systems; good knowledge of water meters and their functions; good knowledge of Monroe County Water Authority rules and regulations; analytic ability to locate and identify source of problems relative to high water bills, piping or fixture problems, etc.; ability to write clear reports regarding service action, unapproved cross connections, etc.; ability to read, change, install and set water meters; ability to read and interpret maps and follow written directions; ability to operate a service type vehicle in a safe and prudent manner; ability to communicate effectively orally; dependability; manual dexterity; tact and courtesy in dealing with the public; integrity; good judgment; physical condition commensurate with the demands of the position, including vision, hearing and physical strength and agility.

MINIMUM QUALIFICATIONS: Graduation from high school or possession of an equivalency diploma, plus three (3) years paid full-time or its part-time equivalent experience in water meter reading or water meter repair or installing, repairing and maintaining water distribution systems.

SPECIAL REQUIREMENT:

Possession of a valid New York State Class D Operator's license at time of appointment.

Depending on the position duties, candidates for employment with the Monroe County Government will be required to pass a pre-employment drug test.

Formerly: CUSTOMER SERVICEMAN

SPECIAL REQUIREMENT FOR APPOINTMENT IN SCHOOL DISTRICTS AND BOCES

Per Chapter 180 of the Laws of 2000, and by Regulations of the Commissioner of Education, to be employed in a position designated by a school district or BOCES as involving direct contact with students, a clearance for employment from the State Education Department is required.

REVISED: February 26, 1981

REVISED: December 3, 1981

REVISED: December 16, 1987

REVISED: April 15, 1993

REVISED: March 6, 1997