



DEPARTMENT OF HUMAN RESOURCES
CITY & SCHOOLS

CITY OF STAUNTON
POSITION DESCRIPTION

JOB TITLE: Utility Service Worker (Meter Reader)	DEPARTMENT: Public Works
IMMEDIATE SUPERVISOR: Utilities Superintendent	GRADE/RANK: Grade 10
	FLSA/ESSENTIAL STATUS: Non-exempt

GENERAL DEFINITION AND PURPOSE OF WORK:

Position performs responsible fieldwork reading, testing, installing, and removing water meters including cut-ons and cut-offs when directed. Position performs skilled technical work on all City water meters, including diagnosing and servicing faulty meters, checking service pressures, testing meter performance and accuracy in the field and on test bench, and providing exceptional customer service. Position assists with utility field crews when necessary and performs a variety of related duties as directed by the Utility Technical Services Supervisor, Utility Operations Engineer, Superintendent, or Director.

ESSENTIAL FUNCTIONS/TYPICAL TASKS:

The minimum performance expectations include, but are not limited to, the following functions/tasks:

- Reads water meters on assigned routes and records usage;
- Performs water meter cut-ons and cut-offs;
- Inspects water meters and appurtenances;
- Diagnoses and repairs faulty meters and appurtenances;
- Installs and removes meters;
- Performs routine maintenance of meters;

- Performs accuracy tests and pressure tests on meters;
- Reports all meter work to clerical staff for work order processing;
- Responds to customer complaints promptly and courteously;
- Assists the Department in resolution of customer accounts or related conflicts;
- Reports and documents significant problems, leaks, repairs, performance, theft, damages, and related meter, utility, or account issues to Supervisor or Superintendent;
- Investigates, photographs, and documents water theft or damaged meters when necessary;
- Uses all equipment in a safe and efficient manner;
- Maintains all vehicles and equipment in a clean and serviceable manner;
- Assists and communicates with a variety of personnel including field crews, City staff, contractors, developers, customers, citizens, and other utility owners as necessary;
- Assists with utility locates to protect against damages to private property and other utility infrastructure and to help document and update utility mapping as required;
- Assists with routine maintenance of facilities including cleaning and mowing as required;
- Assists with utility field crew projects, including flagging, as required;
- Assists with fire hydrant flow and pressure testing as required;
- Assists with recurring preventative maintenance (RPM) activities as required;
- Assists with snow and ice removal as required;
- Attends safety and training meetings as required and;
- Performs other related tasks or duties as assigned.

KNOWLEDGE, SKILLS AND ABILITIES:

Position requires thorough knowledge, skills, and abilities of various requirements, standards, and practices including, but not limited to, the following:

- Thorough knowledge of water systems and meters;
- Thorough knowledge of basic plumbing codes and practices;
- Thorough knowledge of occupational hazards, health and environmental laws;
- General knowledge of utility locating principles, practices, laws, and regulations;
- Ability to perform basic mechanical services on meters and appurtenances;
- Ability to work independently with minimal supervision;
- Ability to safely operate meter reading and utility locating equipment including GPS unit;
- Ability to read and interpret maps, plans, drawings, and engineering data;
- Ability to use computer for communication and recordkeeping including GIS databases;
- Ability to solve routine and unique problems;
- Ability to provide excellent customer service and deal with a variety of people in a professional manner and;
- Ability to perform manual labor.

QUALIFICATIONS/EDUCATION AND EXPERIENCE:

Position requires any combination of education and experience equivalent to graduation from high school supplemented by courses in engineering technology, trade school, drafting, construction, or similar occupational work.

SPECIAL REQUIREMENTS:

Position requires a valid Virginia driver's license and good driving record in accordance with City standards. Position requires ability to work irregular schedules on an as-needed basis including overtime, nights, weekends, and holidays. Position is subject to on-call/call back for emergencies and on-call crew assignments. Position is subject to pre-employment physical, drug testing, driving record review, and criminal background review. Position is subject to annual driving record review and random drug and alcohol testing. Position requires reliable attendance and a home or personal telephone.

PHYSICAL DEMANDS and ENVIRONMENTAL CONDITIONS:

Position requires physical work for the exertion of up to 25 pounds of force frequently to move and load objects and some heavy work requiring the exertion of up to 75 pounds of force occasionally. Work requires frequent walking, bending, squatting, kneeling, climbing, and reaching above shoulders. Work requires ability to perform manual labor and work in confined spaces. Work is performed outside regularly and includes working in tight confines such as pits and vaults. Work requires frequent repetitive tasks using gross and fine motor skills for hands and feet (operating clutches, levers and knobs). Work requires frequent driving of a motor vehicle. Vocal communication and hearing is required for operating equipment and for expressing or exchanging information and instructions by means of the spoken word. Visual acuity is required for operation of machines, observing surrounding areas, monitoring activities, and ensuring safe traffic conditions. Work is subject to adverse environmental conditions including extreme cold, extreme heat, rain, snow, ice, dust, noise, vibrations, and uneven terrain.

ADA:

The employer will make reasonable accommodations in compliance with the American with Disabilities Act of 1990.

SUPERVISORY RESPONSIBILITIES:

Position works under the supervision of the Utility Technical Services Supervisor, Utility Operations Engineer, Superintendent, and Director and has no supervisory responsibilities.

EXAMPLES OF EXPECTED DECISION MAKING:

Position uses meter reading equipment to determine water consumption and investigate causes of high consumption. Position uses utility locating equipment and system mapping to find and uncover buried meters. Position reviews and prioritizes service work orders and assignments to complete work efficiently and in a timely manner. Position communicates serious issues involving customers, water leaks, meter problems, account issues, utility locate issues, damaged utilities and equipment, and similar utility concerns to the Utility Technical Services Supervisor, Utility Operations Engineer, Superintendent, or Director.

This job description in no way states or implies that these are the only duties to be performed by this employee. The Utility Service Worker will be required to follow any other instructions and to perform any other related duties as assigned by the supervisor. The City of Staunton reserves the right to update, revise or change this job description and related duties at any time.

EVALUATION:

Performance of this job will be evaluated in accordance with city policy, using information from various sources to study and review the position holder's ability and effectiveness in carrying out the above responsibilities.

Approved by: Director of Public Works and Chief Human Resources Officer

Revised Date: 2019