

WATER METER CREW LEADER

Position Code: 1525

WC Code: 7580

FLSA Status: Non-Exempt

Pay Grade: 348

Location: Public Services

Approval Date: 2018

General Statement of Duties

Plans and supervises the activities of the Water Meter section, ensuring accurate billing, proper metering, and complaint resolution.

Distinguishing Features of the Class

Employees in this class are responsible for supervising the work of Water Meter Specialists and rechecking water meters and ensuring that accurate billing information is received from other Specialists. Other tasks include installing water meters, testing meters and lines, checking and repairing complex leaks, changing out meters, repairing or replacing intricate meter boxes or parts, and addressing customer concerns and complaints. Public contact is required in answering citizens' questions about meter readings, high usage or bills, leaks, etc. Employees are subject to hazards of vicious animals and work must be performed in various kinds of weather. Work exposes the employee to inside and outside environments, extreme temperatures, and hazards found in meter reading duties. Work is performed under regular supervision and is evaluated on the basis of complaint activity, effectiveness of the meter maintenance program, and accuracy of readings taken and records made.

Duties and Responsibilities

Supervises and assigns the work of the Water Meter Specialists

Ensures that all meters are read on schedule and that the information is downloaded

Ensures that inventory is maintained

Ensures that meters are read and billing information is downloaded

Ensures that services are connected and disconnected as requested

Ensures that reads are properly rechecked and corrected

Changes out meters

Addresses and resolve customer questions and complaints

Maintains vehicles

Tests meters and lines

Operates excavation equipment; restores landscaping following digging

Performs other duties as requested

Recruitment and Selection Guidelines

Knowledge, Skills, and Abilities

Considerable knowledge of street layout and meter locations on assigned routes.

Considerable knowledge of the functional operations of meters.

Considerable knowledge of utility service policies.

Ability to use automated hand held meter reading device.

Ability to deal courteously and effectively with the public.

Ability to work independently within a routine schedule and to walk to cover an assigned route.

Ability to record meter readings accurately and input data correctly.

Ability to supervise other water meter personnel.

Physical Requirements

Must be able to physically perform the basic life operational functions of balancing, stooping, kneeling, crouching, crawling, reaching, standing, walking, pushing, pulling, lifting, fingering, grasping, feeling, talking, hearing, and repetitive motions.

Must be able to perform medium work exerting up to 50 pounds of force occasionally, and/or up to 20 pounds of force frequently, and/or up to 1 pounds of force constantly to lift objects.

Must possess the visual acuity to work with data and figures and operate a motor vehicle and hand held meter reading device.

Minimum Education and Experience

An Associate's Degree from an accredited community college and two years of directly related experience; or a High School Diploma or GED and five to seven years of water meter experience; or an equivalent combination of education and experience.

Special Requirement

Possession of a valid North Carolina driver's license

Meter Technician Certificate

C Distribution Certificate