CITY OF KENT POSITION DESCRIPTION

Position Inventory Number: FN088
Classification Specification: WATER METER READER LEAD
Salary Range: TM 28
Position Description: Water Meter Reader Lead
Incumbent:
Location: Finance

GENERAL PURPOSE:

Under the direction of the Customer Services Manager, serves as a lead worker over a crew of water meter staff, plans, coordinate the Meter Reading function within the Customer Services Division; train, and evaluate the performance of assigned personnel. Perform accurate water meter readings, maintain meter records, and repair and replace defective meters.

Work is characterized by lead worker responsibilities and a substantial volume of journey level duties such as making software program changes, meter routing, resolving system problems, and coordinating computer changes with the Information Service Department. Incumbents of this classification operate a variety of specialized hand, power, and automotive equipment necessary in the performance of daily duties. All assignments involve the responsibility for safe use of tools and equipment and the safety of others in the immediate area.

Work is performed under limited supervision. Supervisor sets the overall objectives and resources available. Incumbent assists the supervisor by developing the deadlines, projects, and work to be completed. Incumbent is responsible for the work, plans and carries out the assignments, resolves most conflicts that arise, coordinates work with others, and uses independent judgment concerning repair methods. Incumbent keeps the supervisor informed of progress, potentially controversial matters, or far reaching implications. Work is reviewed in terms of feasibility, compatibility with other work, or effectiveness of result.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

Train and direct the work of the water meter crew on a daily basis to ensure that work is performed in accordance with safety procedures and City quality Coordinate the timely and accurate administration of customer field services such as: the reading, repairing, and replacement of water meters.

Oversee and complete the monthly internal and field audit from the Radix and Utility Billing System prior to the monthly ICS billing process.

Oversee and coordinate field work pertaining to customer services, complaints collections and leaks, meter reading, repair, calibrations and replacement of water meters. Completes inspections on water adjustments and approvals monthly.

Assure the proper setup and maintenance of new water services, assigns new account numbers, meter routes, deduct permit and other system services.

Coordinate monthly sewer accounts information from other Water Districts with Utility Billing Analyst.

Coordinate, train and provide evaluation information concerning the performance of assigned staff as a Lead. Provide input and recommend selection and promotion, discipline personnel as appropriate. Coordinates work schedules with other City divisions as needed.

Locates meters to be read using knowledge of basic locations and dexterity to remove all foreign material for accessibility.

Attend various department and division meetings, training sessions; attend pre construction meetings, as required by Customer Services Manger.

Communicate with supervisor(s), management, and other city personnel, the public and outside agencies on a regular basis.

Provide input in the resolution of citizen complaints, investigate and research utility issues as directed from the Customer Services Manager.

Schedule annual maintenance of Radix hand held meter equipment with Radix. Checks or inspects equipment used by water crew to ensure that equipment functions properly and is adequately maintained.

Assist Customer Services Manager to coordinate the Finance Department Records Management Program, and support retention requirements with City Clerk's Office.

Review pending leak adjustments and coordinate the distribution of delinquent notices as part of the overall water shut off process.

Act as Division Supervisor in the Manager's absence as assigned.

Become familiar with, follow, and actively support the vision, mission, values and behavior statements of the department and the City.

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PERIPHERAL DUTIES:

Perform related duties as assigned.

KNOWLEDGE, SKILLS, AND ABILITIES:

KNOWLEDGE OF:

- City of Kent locations of meters and boundaries.
- Standard methods, tools, equipment, and materials used in the operations, maintenance and repair of water systems and components.
- Work hazards and applicable safety precautions entailed in work activities.
- Personal computer and various software systems.
- Technical aspects of water system and meter reading system.
- Personal computer and software packages for Utility Billing and Radix Programs.
- Meter functions and repair techniques
- Interpersonal skills using tact, patience and courtesy.
- Principals and practices of lead and training skills.
- City organization, operations, policies and objectives
- Record keeping techniques.
- Applicable laws, codes, regulations, policies and procedures.
- Leak detection

SKILLED IN:

- Oral and written communications
- Safety and proficiently operating the machines, tools, equipment and materials used in the maintenance and repair of City water distribution.
- Performing tasks related to meter reading.
- Operating equipment in meter reading.
- Effectively communicating, both orally and in writing.
- Assist in resolving issues and conflicts in a professional, courteous and nonthreatening manner.
- Accurate addition, subtraction, multiplication and division.
- Interpersonal relations using tact, patience and courtesy

ABILITY TO:

- Follow oral and written instructions.
- Plan, oversee, and coordinate field service activities to assure the efficient, safe and effective working condition of equipment.
- Coordinate activities involving the customer field services and meter reading functions.
- Coordinate workload to field services staff based on their skills and abilities.
- Analyze situations accurately and adopt an effective course of action.
- Read and interpret plans and blueprints concerning water services, locations, and new installations.
- Establish and maintain cooperative and effective working relationships with others.
- Establish priorities and adopt an effective course of action to meet schedules.

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- Work independently with little direction.
- Maintain records and prepare reports.
- Respond effectively to emergency situations.
- Safely operate various hand tools required in the performance of the job

EDUCATION AND EXPERIENCE:

Education: High School diploma, or equivalent, supplemented by two (2) years post

high school training or trade school in the operations, maintenances and

repair of water meters and

Experience: Three (3) years experience in the operations, maintenance, and repair of

water meters. At least one (1) of the five (5) years must include

experience in a lead capacity.

Or: In place of the above requirement, the incumbent may possess any

combination of relevant education and experience which would demonstrate the individual's knowledge, skill and ability to perform the

essential duties and responsibilities listed above.

LICENSES AND OTHER REQUIREMENTS:

- Valid Washington State driver's license
- Successful completion of the City's Defensive Driving Course within six months of employment
- Valid First Aid/CPR Card, or the ability to obtain within six months of employment
- New employees must successfully pass the City's pre-employment driver's records check; and all employees must maintain an excellent driving record
- New employees must successfully pass pre-employment substance abuse screening and physical agility test.

MACHINES, TOOLS AND EQUIPMENT USED:

Standard and specialized hand and power machines, tools, and equipment used in meter reading including, but not limited to, pipe wrenches, screw drivers, socket wrenches, crescent wrenches, meter keys, pry bars, meter reading hooks, rakes, shovels, clippers, loppers, hedge trimmers, edger's, bilge pumps, water scopes, metal detectors/locators.

Other equipment used includes rain gear, canvas gloves, safety boots, and outdoor reflective vests.

Typical business office machinery and equipment including, but not limited to, personal computer, telephone, cellular phone, pager, fax machine, copy machine, and calculator.

Also be required to operate a City vehicle to travel to and from meter routes.

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PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to stand; walk; use hands to finger, handle, or feel; reach with hands and arms; stoop, kneel, crouch, or crawl; talk; and hear. The employee is occasionally required to sit, climb or balance, and type on keyboard. The employee must frequently lift and/or move up to 50 pounds and occasionally lift and/or move up to 75 pounds.

Specific vision abilities required by this job include close, distance, color, and peripheral vision; depth perception; and the ability to adjust focus.

WORKING CONDITIONS:

Work is usually performed in an outdoor environment, subject to emergency call-outs, and may be exposed to individuals who are irate or hostile. Incumbent may be required to carry a pager. While performing the duties of this job, the employee is frequently exposed to a variety of hostile and unfriendly animals. The employee is occasionally exposed to risk of electrical shock and occasionally works near moving mechanical parts. The noise level in the work environment is usually moderate to loud.

SIGNATURES:			
Incumbent's Signature	Date	Supervisor's Signature	Date
Approval:			
Department Director/Designee	 Date	Employee Services Director/Designee Date	

Revised 5/6/04

^{**} Note: This document will be reviewed and updated annually at the time of the employee's performance appraisal; when this position becomes vacant; or, if the duties of this position are changed significantly.