

WATER METER CREW LEADER

Position Code: 1525

WC Code: 7580

FLSA Status: Non-Exempt

Pay Grade: 352

Location: Public Services

Approval Date: 2023

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, 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, the effectiveness of the meter maintenance program, and the 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 services are connected and disconnected as requested

Ensures that missed meter reads are properly rechecked and corrected

Changes out meters

Addresses and resolve customer questions and complaints

Tests meters

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 or ability to learn.

Considerable knowledge of the functional operations of meters.

Experience with the use of computer software including Outlook, Excel, Share-point, work-order software systems, etc.

Considerable knowledge of utility service policies.

Ability to use automated handheld meter reading device.

Ability to deal courteously and effectively with the public.

Ability to work independently within a routine schedule on an assigned route.

Ability to record meter readings accurately and input data correctly.

Ability to supervise other water meter personnel.

Physical Requirements

While performing the duties of this job, the employee is frequently required to reach with hands and arms, stand, sit, walk, use hands to grasp, handle, feel, or operate objects, tools, or controls and talk or hear. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate tools and equipment. This position involves heavy work requiring the employee to exert up to 100 pounds of force occasionally, and/or up to 50 pounds of force frequently; and/or up to 20 pounds of force constantly to move objects. Lifts and carries heavy equipment and/or materials (up to 50 pounds) to carry out assignments. Must possess the visual acuity to work with data and figures and operate a motor vehicle and handheld meter reading device.

The employee may be exposed to hazardous physical conditions (including but not limited to confined spaces, heights, mechanical parts, work zones, electrical currents, and vibration) infectious diseases (air and water-borne pathogens), poor atmospheric conditions (including but not limited to fumes, odors, dust, gases, and poor ventilation), inadequate lighting, and intense noise. In addition, the work will require seasonal exposure to extreme weather conditions, snakes, insects, and wildlife common to water and sewer lines, underground utilities, and construction sites.

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.

Meter Technician Certificate or C Distribution Certificate preferred

Special Requirement

Possession of a valid North Carolina driver's license