

## CITY OF HAYWARD

WATER METER MECHANICWater Meter MechanicDEFINITION

~~To perform a variety of semi-skilled duties in the testing, replacement, repair and maintenance of water meters and related equipment and to perform customer services in connection with water service-related problems~~

~~Under general supervision of the Senior Utility Customer Service Leader for Customer Services and the Utilities Field Services Supervisor, performs a range of duties relating to the troubleshooting and repair of various aspects of the City of Hayward's Advanced Metering Infrastructure (AMI) and overall water distribution system. Provides water customer support by investigating concerns relating to utility billing, recognizing unusual water consumption, answering questions, explaining regulations, and terminating/initiating water services. Performs other related duties as required.~~

DISTINGUISHING CHARACTERISTICS

~~Positions in this class are responsible for the repair of water meters and backflow construction meters. They also perform a variety of semi-skilled tasks requiring knowledge of various water distribution technologies and strong customer service skills. Assignments are more varied and are expected to be completed with a greater degree of independence than those performed by a Customer Field Technician.~~

SUPERVISION RECEIVED

~~Employees in this position are supervised by the Senior Utility Leader for Customer Services and the Utilities Field Services Supervisor of the Public Works & Utilities Department.~~

EXAMPLES OF IMPORTANT AND EXERCISED

~~General supervision is provided by the Senior Utility Customer Service Leader in the Customer Service section of the Water Maintenance Division. Employees in this position are supervised by the Senior Utility Leader for Customer Services and the Utilities Field Services Supervisor of the Public Works & Utilities Department.~~

City of HaywardWater Meter Mechanic (cont.)Page 2 Page 2SUPERVISION EXERCISEDNone.ESSENTIAL DUTIES1. Tests Duties may include but are not limited to the following:Field and bench tests, removes and installs, replaces and repairs small and large water meters of various sizes.Facilitates the start-up and termination of customer accounts by connecting/disconnecting water meters in services services onsite.Coordinates field installations, inspections, tests, shutoffs, and repairs with portable customers.May conduct initial and ongoing site inspections for Recycled Water customers. May also conduct periodic interviews with Recycled Water Site Supervisors to ensure compliance with regulations.~~Field and bench tests, removes and installs, replaces and repairs water meters of various sizes.~~  
ESSENTIAL DUTIES (Continued)Investigates customer concerns and remedies issues onsite, dispatches repair crews, or advises property owner of their responsibility to resolve issue, as warranted. Examples of customer concerns include complaints of poor pressure, noises in pipes and fixtures, dirty water, water seepage, strange taste, and bad odor.Manually reads water meters and recognizes water meter leak movement.Answers customer questions and positively engages with the public.Determines causes of unusual consumption by contacting property owners, visually checking premises for outside leaks, and inspecting and testing equipment for accuracy to determine if replacement and/or repair is meter registers, among other methods. Takes necessary remedial actions and prepares official reports of findings as needed.2. Removes Helps resolve Utility Billing concerns by investigating water distribution issues in-field. Performs meter repairs onsite as necessary. May assist the Revenue Division regarding how to handle billing issues.Installs and electronically programs AMI meter components in-field, including Meter Transmission Units (MTUs) and meter registers. Troubleshoots and reprograms devices as needed.

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Locates, inspects, and tests various water distribution technologies, including water meters from service and backflow construction meters. Repairs and installs replacement meters these devices as needed.

3. Cleans, disassembles, installs replacement parts and reassembles water meters.

4. Checks meter boxes for faulty unauthorized connections or leaking broken locks. Removes dirt, water meters, and makes debris from boxes as necessary repair or replacement in the field.

5. Operates stationary test testing equipment in the water meter repair shop and documents results.

6. Records repair actions and submits lists of parts to be ordered.

7. Cleans, re-sets or replaces water meter box installations in the field.

8. Replaces water meter glasses and meter register dials in the field.

9. Checks customer complaints of leaks to determine if they are in appliances or in the service.

10. Checks and follows up on customer complaints of water related problems such as high bills, taste, odor, dirty water and pressure.

11. Performs service turn-ons and turn-offs and emergency turn-offs for repairs.

ESSENTIAL DUTIES (continued):

12. Collects water samples for analysis and performs chlorine test in field tests them as necessary.

OTHER JOB RELATED DUTIES

1. Prepares well written field reports as needed.

Places orders for repair parts.

Drives motor vehicles as needed.

May perform the duties of the Senior Utility Customer Service Leader for Customer Services in the case of their absence.

Performs other related duties as required assigned.

City of HaywardWater Meter Mechanic (con't)Page 4 Page 4JOB RELATED AND ESSENTIAL QUALIFICATIONSKNOWLEDGE, SKILLS AND ABILITIESKnowledge of:

~~A. — Installation, maintenance, repair and testing procedures~~ Best practices related to meter reading, meter mechanics, and customer service.

Mechanics of a water meters distribution system, as well as domestic and commercial plumbing systems and fixtures.

Occupational hazards and standard safety procedures.

Ability to:

~~B. — Conduct detailed and accurate field investigations and determinations.~~

Recognize ~~the~~ different types of water meters and ~~to know~~ understand their operating characteristics.

~~C. — Inspect and diagnose malfunctions of water meters and related devices.~~

~~D. — Operate and understand the working principles of portable and stationary test equipment for testing water meters.~~

~~E. — Operate hand and power tools such as sandblaster, including sandblasters and oxygen-acetylene torches.~~

~~F. — Meet~~ Effectively troubleshoot and ~~work effectively~~ remedy issues.

Exercise good judgement and engages in a professional manner with customers and other members of the public and homeowners and fellow employees when answering questions, responding to complaints, and providing other customer services.

~~G. — Handle moderate amounts~~ Walk outside for extended periods of paperwork such as daily time and activity work sheets and field reports.

~~H. — Perform mathematical computations involving calibrations and testing on water meters.~~

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I. ~~Perform simple plumbing tasks related to water~~ occasionally lift heavy objects. Some meter removal, repair, and replacement covers weigh as much as sixty pounds.

J. ~~Read street, record, and utility maps~~ calculate numbers accurately.

Communicate effectively, both orally and in writing.

EXPERIENCE AND TRAINING EXPERIENCE AND EDUCATION:

Any combination of experience and training that could likely provide the required knowledge and abilities would be qualifying. A typical way to obtain the knowledge and abilities would be:

MINIMUM QUALIFICATIONS

Experience: Two (2) years of ~~full-time~~ experience in the repair and installation of ~~water~~ meters or flow gauges ~~and, as well as~~ the use of related tools and testing equipment needed for the performance of this work in both shop and field locations. Or, two (2) years of full-time experience at a wastewater agency, performing various phases of field and distribution operations, which may include: water sample collection and field analysis, water service inspection and repair, meter readings, investigation of customer complaints, investigation of customer accounts, and/or investigation and enforcement of efficiency codes and standards.

Training:

Equivalent to completion of the eighth grade.

Education: High school diploma or equivalent

Licenses ~~or~~ and Certificates Requirements:

Possession and maintenance of a valid ~~Class C~~ Class C California ~~Driver's License upon appointment.~~ driver's license

EXPERIENCE AND EDUCATION (Continued):

Possession of a valid California State Water Distribution Operator Grade D1 Certificate, and the possession of or ability to obtain a valid D2 Certificate within twelve (12) months of hire

Must possess a valid American Water Works Association (AWWA) Backflow Prevention Assembly Tester Certificate

Possession of a valid AWWA Cross Connection Specialist Certificate is highly desirable

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Essential duties require the following mental and/or physical abilities-ability to and work environment:  
work in variable indoor and outdoor conditions; confined spaces; safely drive to various locations throughout the City and County; tolerate exposure to outdoor elements in all weather conditions (e.g. heat, cold, and rain) throughout the year; be able to tolerate some exposure to noise, moving objects, traffic, engine exhaust, dust, mechanical and electrical hazards, and odorous environments; grasp and perform repetitive hand movements and fine coordination to prepare documents and data using a computer keyboard and mouse/trackball, laptop, and/or tablet;

Ability to sit for prolonged periods of time; stand, walk, stand, kneel, crouch, reach, twist, turn, kneel, bend, stoop/squat, stoop, climb, and safely lift and move equipment and materials weighing from ten up to seventy-70 pounds, and to twist open large valves using a valve key; Work environment includes working; converse by telephone, by email, in person, and before small and large groups, and be clearly understood; read and comprehend legal, technical and complex documents; interact with the public and all different levels of City staff in an effective and professional manner. Essential functions must be performed with or without reasonable accommodation.

Ability to work outdoors and in confined work spaces.

PROBATIONARY PERIOD: ~~six months~~ One (1) Year.

375CS94M810 Water Meter Mechanic

August, 1966

Revised June, 1994

APP January March 2020

Revised October 29, 2020

AAP GROUP:

FPPC STATUS: 18

FLSA STATUS: Non-Designated

YP:ks Non-Exempt