

CITY OF HAYWARD

WATER METER MECHANICDEFINITION

Under general supervision of the Senior Utility Customer Service Leader 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

General supervision is provided by the Senior Utility Customer Service Leader and the Utilities Field Services Supervisor of the Public Works & Utilities Department.

SUPERVISION EXERCISED

None.

ESSENTIAL DUTIES

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.

Facilitates the start-up and termination of customer accounts by connecting/disconnecting water services onsite.

Coordinates field installations, inspections, tests, shutoffs, and repairs with 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.

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 meter registers, among other methods. Takes necessary remedial actions and prepares official reports of findings as needed.

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.

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

Checks meter boxes for unauthorized connections or broken locks. Removes dirt, water, and debris from boxes as necessary.

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

Collects water samples for analysis and tests them as necessary.

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 in the case of their absence.

Performs other related duties as assigned.

JOB RELATED AND ESSENTIAL QUALIFICATIONS

Knowledge of:

Best practices related to meter reading, meter mechanics, and customer service.

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

Occupational hazards and standard safety procedures.

Ability to:

Conduct detailed and accurate field investigations and determinations.

Recognize different types of water meters and understand their operating characteristics.

Operate hand and power tools, including sandblasters and oxygen-acetylene torches.

Effectively troubleshoot and remedy issues.

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

Read, record, and calculate numbers accurately.

Communicate effectively, both orally and in writing.

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:

Experience: Two (2) years of experience in the repair and installation of meters or flow gauges, 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.

Education: High school diploma or equivalent

EXPERIENCE AND EDUCATION (Continued):

Licenses and Certificates: Possession and maintenance of a valid Class C California driver's license

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

SPECIAL REQUIREMENTS

Essential duties require the following mental and/or physical ability to: 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; sit for prolonged periods of time; walk, stand, crouch, reach, twist, turn, kneel, bend, squat, stoop, climb, safely lift and move equipment and materials weighing up to 70 pounds, and to twist open large valves using a valve key; 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.

PROBATIONARY PERIOD: One (1) year.

M810 Water Meter Mechanic

August 1966

Revised June 1994

March 2020

Revised October 29, 2020

AAP GROUP: 18

FPPC STATUS: Non-Designated

FLSA STATUS: Non-Exempt