

# Water Consumer Service Technician

**Salary**

\$48,110.40 - \$67,204.80 Annually

**Location**

Westerville OH 43081, OH

**Job Type**

Full-time

**Job Number**

01104

**Department**

WATER

**Division**

DISTRIBUTION

**Opening Date**

02/20/2024

**Closing Date**

Continuous

DESCRIPTION

BENEFITS

## QUESTIONS

### **Description**

This is technical, manual & fieldwork in testing, repairing, maintaining, installing, connecting and disconnecting commercial and residential water meters.

Work involves ensuring meter hookups are performed properly, in compliance with safety standards, maintaining testing records, and dealing effectively with the public.

### **SUPERVISION**

Work is performed under the supervision of The Water Operations Superintendent. Work is reviewed daily for adherence to policy and proper handling of service problems. Annual performance review completed by immediate supervisor.

### **ESSENTIAL FUNCTIONS OF WORK**

(May not include all of the duties performed.)

Employee must be able to work alone and recommend/implement solutions to meter problems, and run wires for hookups safely and properly,

Employee must be comfortable interacting with the public and demonstrating excellent customer service to residents and other collaborators, such as contracted workers and/or other departments.

Installs, connects and disconnects water meters for utility customers, including industrial meters and those found in underground pits; turns service on and off to vacant homes, for repairs or to delinquent customers; installs remotes.

Tests and repairs broken or dead meters in the field; trouble shoots metering problems; replaces meters.

Coordinates meter operations with meter readers, customer service, building inspectors, and others; coordinates issuance of meters.

Investigates complaints of high bills; rereads meters; checks meter and other connections; reports defects in service lines or meters.

Effectively operate work order systems and AMI (advanced metering infrastructure) programs.

Uses a variety of hand tools and meter equipment in installing, testing, connecting and disconnecting meters; maintains tools and equipment; climbs into attics and crawl spaces to install wire; operates a city vehicle maintains meter inventory and records.

Locates underground lines and curb boxes.

Makes repairs to valves, connections, wires, curb boxes and the like.

Maintains a variety of meter records.

Attends meetings; follows proper safety procedures.

Operates the water treatment plant as a back-up operator.

Performs other related duties as assigned.

#### **MINIMUM REQUIREMENTS OF WORK**

Possession of a high school diploma and 3 years experience in utility metering and/or maintenance operations; or any equivalent combination of training and experience that provides the following knowledge, ability, and skill:

Thorough knowledge of effective safety procedures, standards and precautions related to the installation and repair of water meters.

Considerable knowledge of the principles, practices, and procedures of water or electric distribution.

Considerable knowledge of meter testing equipment.

Considerable knowledge of meter installation and repair.

Considerable knowledge of the mechanics of water meters.

Ability to complete basic mathematical calculations.

Ability to diagnose and assess electric or water meter problems and take appropriate corrective actions.

Ability to transfer meters from one location to another.

Ability to operate a motor vehicle, walk lengthy distances, climb up and down stairs.

Ability to establish and maintain effective working relationships with other employees and the general public.

Ability to communicate tactfully and effectively with the public.

Ability to visually detect problems.

Ability to operate a computer and other standard office equipment and technology to perform necessary job functions.

Ability to lift meters and other necessary equipment, potentially ranging from 10-55 lbs.

**NECESSARY SPECIAL REQUIREMENTS:**

Possession of a valid Ohio driver's license, free of excessive violations.

Ability to traverse uneven terrain

**DESIRABLE QUALIFICATIONS:**

Ability to obtain and maintain certification from the State of Ohio as a laboratory technician.

Ability to obtain a State of Ohio water plant operator or distribution system license within three years of appointment.

**Agency**

City of Westerville

**Address**

21 S. State Street

Westerville, Ohio, 43081

**Phone**

(614) 901-6400

**Website**

<http://www.westerville.org>