

Meter Service Worker Senior

GENERAL STATEMENT OF DUTIES:

Serves as lead worker and assists with directing the activities of water meter reading and servicing activities; performs a wide variety of water meter reading and servicing activities; does related work as required.

DISTINGUISHING FEATURES OF THE CLASS:

The employee in this class is responsible for the prompt and accurate reading and servicing of water meters; performs more complex water meter services in the field; makes minor repairs, services and replaces to water meters. An incumbent may investigate customer complaints concerning usage. Work is assigned by a supervisor but is performed without direct supervision in the field. Problems are referred to a supervisor for assistance. Supervision may be exercised over semi-skilled or unskilled workers.

EXAMPLES OF WORK (illustrative only):

- Serves as senior lead worker, assists the Utility Superintendent with training, assigning, directing and reviewing the work activities of meter readers, repair specialist, and service workers;
- Locates meters requiring service, correctly identifies any issues with meters and resolves issues by servicing, repairing or replacing the meter;
- Notifies the Department of Public Utilities' billing section of improperly functioning meters and other problems directly or indirectly related to meter readings;
- Determines where new meters are to be located and oversees installation;
- Responds to customers' issues relative to meters and appropriately resolves issues;
- Reports incidents at site to supervisor;
- Completes daily reports of meter-servicing activities;
- Creates and maintains accurate detailed documentation of work activities and prepares reports;
- Performs other duties as assigned.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES:

Extensive knowledge of water meter servicing practices; knowledge of County geography and street locations; good knowledge of safety rules/regulations and accident-prevention practices; sound skills in the safe operation, servicing, maintenance, repair and replacement of meters under all types of weather conditions; ability to create and maintain accurate detailed records and prepare reports; good oral and written communication and interpersonal skills with the ability to express ideas clearly and concisely, orally and in writing; ability to establish and maintain a good working relationships with County employees and public; physical condition that will permit heavy lifting, loading, unloading, pushing, reaching, stooping, climbing and working under adverse temperature and/or weather conditions; personal accountability including teamwork and establishing and maintaining positive relationships with the coworkers and County employees; ability to work independently and with a team to complete assigned tasks safely and on time; excellent customer service skills; tact; and courtesy. Must be able to positively and appropriately represent the County in all interactions with the public. Requires a safe driving record with the ability to safely operate County-owned vehicles and equipment. Requires the ability to work a flexible schedule.

MINIMUM EDUCATION AND EXPERIENCE:

Graduation from high school and three (3) years of relevant meter servicing experience; OR, any equivalent combination of experience and training which provides the required knowledge, skills, and abilities.

ADDITIONAL REQUIREMENTS:

Possession of a valid driver's license and a safe driving record. May require a pre-employment physical examination and/or medical tests administered by Henrico County Employee Health Services, the components of which are based on and appropriate to the specific sensory and/or physical demands of the given position.