

CITY OF OCEANSIDE

REVISED: AUG 2025

JOB CODE:

UNIT: OCEA

SENIOR METER SERVICE TECHNICIAN

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job.*

DEFINITION

Under general direction, to assign, direct, inspect and participate in the work of staff responsible for the operation and maintenance of the Advanced Metering Infrastructure (AMI) system including water meters, AMI hardware, associated equipment, and software; monitor and trouble shoot mechanical and electrical equipment and system problems, to ensure work quality and adherence to established policies and procedures; to perform the more technical and complex tasks relative to assigned area of responsibility; and to perform related duties as assigned.

CLASS CHARACTERISTICS

This is the lead classification level in the Meter Service Technician series. Positions at this level are distinguished from other classes within the series by the level of responsibility and the complexity of duties assigned. Employees perform the most difficult and responsible types of duties assigned to classes within this series including providing lead direction and training to lower-level staff.

EXAMPLES OF DUTIES - *Examples of duties performed by employees in this class may not include all required duties, nor are all listed tasks necessarily performed by everyone in this class.*

Plans, prioritizes, assigns, inspects and participates in the work of staff responsible for the operation and maintenance of the AMI system and reading meters; provides technical direction to workers engaged in meter service activities; assists in the interviewing, selection and evaluation of assigned staff; uploads and downloads information to and from mobile devices and the meter data management system (MDMS); monitors gateway and repeater activity; coordinates with AMI vendors for equipment replacements and upgrades; rebuild, test and replace meter interface units (MIU's); tests meters to determine accuracy and meet regulatory requirements; sequence and data processing for new meters sets; use of ArcGIS mapping GPS, mapping software, vendor software, and AMI software; assigns and schedules job duties to Meter Technicians; estimates project costs; inspects work in progress and at completion; determines work project priorities; monitors projects; reschedules work crews and makes adjustments to crew assignments as required to meet project goals; interprets water meter readings and records consumptions in a handheld computer; responds to public complaints and inquiries; inspects meters and connections for damage, defects and unauthorized connections; makes minor field repairs; replaces damaged meter boxes and lids; cleans out meter boxes and registers; seals meters; installs, repairs or exchanges water meters; maintains work and time records; maintains and monitors inventory of supplies and equipment; inspects equipment for needed maintenance or repair and schedules work as needed.

MINIMUM QUALIFICATIONS

Knowledge of:

- Operations, services and activities of an automated and manual meter reading program.
- Principles of lead supervision and training.
- Principles of customer service.
- Equipment, methods and materials used in the construction, maintenance and repair of water meters.
- Use and competency with computers, software, modern office machines and equipment including automated software applications.
- Software applications including AMI, GIS, Microsoft Office and other related software.
- City geography and location of meters.
- Occupational hazards and standard safety practices.
- Principles and practices of customer service.
- Principles and practices of record keeping.
- Mathematical principles.
- Basic computers operations.
- Pertinent Federal, State and local laws, codes and regulations.

Ability to:

- Lead, organize, train and review the work of staff in the area of work assigned.
- Assign and schedule personnel, materials and equipment effectively.
- Estimate the costs of maintenance or repair projects.
- Support the operation and maintenance of the Advanced Metering Infrastructure system (AMI).
- Identify and report meter discrepancies or malfunctions.
- Provide excellent internal and external customer service.
- Interpret, explain and enforce department policies and procedures.
- Perform routine maintenance on meters.
- Perform mathematical calculations with speed and accuracy.
- Assess readings to determine consumption discrepancies.
- Work independently and efficiently to carry out assignments.
- Understand and carry out oral and written instructions.
- Communicate clearly and concisely, both orally and in writing.
- Establish and maintain effective relationships with those contacted in the course of work.

Experience and Training

Experience: Three years of increasingly responsible experience in the installation, repair, maintenance, and operation of an Advanced Metering Infrastructure (AMI), Automated Meter Reading (AMR) or manual metering program.

Training: Equivalent to the completion of the twelfth grade.

License, Certificate:

- Possession of an appropriate, valid driver's license.
- Possession of State of California Water Distribution Grade II Certificate.

WORKING CONDITIONS

Environmental Conditions: Field environment; travel from site to site; exposure to noise, dust, smoke, fumes, gases and inclement weather; extensive public contact.

Physical Conditions: Essential functions may require maintaining physical condition necessary for walking, standing, sitting and bending for prolonged periods of time; moderate or light lifting and carrying; operating motorized equipment.