

CITY OF OCEANSIDE

REVISED: AUGUST 2025

JOB CODE:

UNIT: OCEA

METER SERVICE TECHNICIAN I
METER SERVICE TECHNICIAN II
METER SERVICE TECHNICIAN III

*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 supervision (Meter Service Technician I) or general supervision (Meter Service Technician II), to perform a variety of duties in support of the operation and maintenance of the Advanced Metering Infrastructure system including water meters, AMI hardware, associated equipment, and software; monitor and trouble shoot mechanical and electrical equipment and system problems; ensure quality customer service to City customers by responding to calls and service orders; and to perform related duties as assigned.

CLASS CHARACTERISTICS

Meter Service Technician I – This is the entry-level class within the Meter Service Technician series. This class is distinguished from the Meter Service Technician II by the performance of the more routine tasks and duties assigned to positions within the series. Since this class is typically used as a training class, employees may have only limited or no directly related work experience.

Meter Service Technician II – This is the full journey level class within the Meter Service Technician series. Employees within this class are distinguished from the Meter Service Technician I by the performance of the full range of duties as assigned. Employees at this level receive only occasional instruction or assistance as new or unusual situations arise, and are fully aware of the operating procedures and policies of the work unit. This class is distinguished from the Meter Service Technician III in that the latter possesses functional and technical expertise within the area of assignment and has a significant amount of customer contact to deal with and resolve problems. Positions in this class are flexibly staffed and are normally filled by advancement from the I level, once proficiency is demonstrated and the minimum requirements have been met. However, advancement is not based on time in grade but solely at the discretion of the Department Director and the organizational needs of the department. When filled from the outside at this level, incumbents must have considerable prior experience.

Meter Service Technician III - This is the advanced journey level class in the Meter Service Technician series. Positions at this level are distinguished from other classes within the series by the level of responsibility assumed and the complexity of duties assigned. Employees have the ability to perform the most difficult and responsible duties of the work unit, including duties requiring significant public contact. Employees also have the ability to work independently in an area of assignment. This position is distinguished from the Senior Meter Service Technician in that the latter serves in a working lead capacity and provides lead direction and training to lower level staff. Employees at this level are required to be fully trained in all procedures related to assigned area of responsibility. Positions in this class are flexibly staffed and are normally filled

by advancement from the II level, once proficiency is demonstrated and the proper certifications have been met. However, advancement is not based on time in grade but solely at the discretion of the Department Director and the organizational needs of the department. When filled from the outside at this level, incumbents must have considerable prior experience.

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.*

Read and record consumption on water meters for billing purposes via various methods such as manual reads, automated meter reading (AMR), or advanced metering infrastructure (AMI); ; upload install, exchange, upgrade, repair and maintain existing meters of various types such as positive displacement meters and ultrasonic meters; upload information to and from mobile devices and Meter Data Management System (MDMS); monitor gateway and repeater activity, coordinate with AMI vendor for equipment replacements and upgrades; rebuild, test and replace Meter Interface Units (MIUs); test meters to determine accuracy and meet regulatory requirements; notify and shut off customers for non-payment of bills, lock meters, initiate water service; meter maintenance adjusting or replacing meter boxes and lids; perform turn-ons and shut-offs; check for leaks and dead meters; assess low/high water pressure problems and high water complaints; conduct pressure and flow checks; assist with construction meters; schedule meter replacements and meter maintenance activities. Sequence and data processing of new meter sets; use of ArcGIS mapping, GPS, Google maps, vendor software, AMI software; preparing documentation for all work performed and data processing of work performed; ensure quality customer service to City consumers by responding to calls and service orders; provide customer service for meter-related and private water use issues; respond to inquiries regarding services; investigates and resolve customer complaints; provide public information on water use, water conservation, water quality, water supply and other department and city information; assist field staff with troubleshooting problems where public and private water systems interface; coordinate work duties and timelines with other internal workgroups related to meter service installations, repair and other work; make minor field repairs; replace damaged meter boxes and lids; clean out meter boxes and registers; seal meters; tag doors of residents with delinquent accounts; perform related duties as assigned.

MINIMUM QUALIFICATIONS

METER SERVICE TECHNICIAN I

Knowledge of:

- Principles and practices of customer service.
- Basic mathematical principles.
- Principles and practices of record keeping.
- Use and competency with computers, software, modern office machines and equipment including automated equipment and related software applications.

Ability to:

- Learn operations, services and activities of an Advanced Metering Infrastructure (AMI) metering program.
- Learn principles of modern meter reading including automated meter reading (AMR) and advanced metering infrastructure (AMI) technologies, industry trends and emerging technology.
- Learn methods, techniques, tools, equipment and materials used in meter reading.
- Learn City geography and location of meters.
- Learn occupational hazards and standard safety practices.
- Learn pertinent Federal, State and local laws, codes and regulations.
- Learn to read and record water meter readings accurately.
- Learn to identify and report meter discrepancies or malfunctions.
- Learn to interpret, explain and enforce department policies and procedures.
- Learn to perform routine maintenance on meters.
- Learn to assess readings to determine consumption discrepancies.
- Perform basic mathematical calculations with speed and accuracy.
- Use hand and light power tools.
- Maintain good customer relations with consumers.
- Maintain accurate records.
- Work independently in the absence of supervision.
- Understand and follow oral and written instructions.
- Communicate clearly and concisely, both orally and in writing.
- Establish and maintain effective working relationships with those contacted in the course of work.

Experience and Training

Experience: No specific training is required.

Training: Equivalent to the completion of the twelfth grade.

License or Certificate: Possession of an appropriate, valid driver's license.

METER SERVICE TECHNICIAN II

In addition to the qualifications for Meter Service Technician I:

Knowledge of:

- Operations, services and activities of an automated and manual meter reading program.
- Methods, techniques, tools, equipment and materials used in meter reading.
- City geography and location of meters.
- Occupational hazards and standard safety practices.
- Pertinent Federal, State and local laws, codes and regulations.

Ability to:

- Read and record water meter readings accurately.
- Identify and report meter discrepancies or malfunctions.
- Interpret, explain and enforce department policies and procedures.

- Provide excellent internal and external customer service.
- Perform routine maintenance on meters.
- Assess readings to determine consumption discrepancies.

Experience and Training

Experience: One-year meter reading experience.

Training: Equivalent to the completion of the twelfth grade.

License or Certificate: Possession of an appropriate, valid driver's license.

METER SERVICE TECHNICIAN III

In addition to the qualifications for Meter Service Technician II:

Ability to:

- Utilize hardware and software to gather automated meter reads
- Manage service orders via CIS and other software to prepare reports
- Gather construction meter reads
- Change out angle stops, meters, gaskets
- Detect and report service leaks on public side of meter
- Use hand and light power tools.
- Perform more advanced mathematical calculations with speed and accuracy.

Experience and Training

Experience: Two years of meter reading experience.

Training: Equivalent to the completion of the twelfth grade supplemented by specialized water works courses, including specialized training in the maintenance and repair of water distributions systems.

License or 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.