

**CITY OF COCONUT CREEK
JOB DESCRIPTION**

JOB TITLE: Meter Service Worker
DEPARTMENT: Finance and Administrative Services
FLSA STATUS: Non-exempt

GENERAL PURPOSE:

Performs entry-level technical or specialized work in the Finance and Administrative Services department. Records and reports water meter readings, assists customers by answering questions and resolving complaints, performs routine inspections, and turns water meters on and off. Work is performed under general supervision with limited latitude. Position exercises some judgment in accordance with well-defined policies, procedures, and techniques.

EXAMPLES OF ESSENTIAL FUNCTIONS:

The list of essential functions, as outlined herein, is intended to be representative of the tasks performed within this classification. It is not necessarily descriptive of any one position in the classification. The omission of an essential function does not preclude management from assigning duties not listed herein if such functions are a logical assignment to the position.

- Reads water meters (either with a hand-held device or manually) and records readings electronically
- Performs water meter turn on services, including verification of meter number, opening of curb stop valve, reading the meter, and verifying whether there are any leaks or running water in the home
- Performs water meter turn off services, including verification of meter number, closing of curb stop valve, reading the meter, and providing notification via door hangers to customers
- Performs water meter re-checks, including verification of meter number, reading the meter, and recording reads
- Inputs and retrieves information through operation of computerized meter reading device
- Observes, investigates, and reports unusually low or high readings; re-reads meters; and examines meters for signs of tampering
- Listens and responds to customer concerns in the field, including answering questions and taking appropriate corrective action if needed
- Reports backflow, code compliance or other violations
- Performs other duties as assigned and/or required

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MINIMUM QUALIFICATIONS:

High school diploma or GED; supplemented by one (1) year's experience reading meters, preferably with a governmental or non-profit agency or with an agency that provides governmental accounting services; an equivalent combination of education, certification, training, and/or experience may be considered.

Must have a State of Florida Class E driver license.

KNOWLEDGE, SKILLS, AND ABILITIES:

- Some knowledge of municipal utility rules and regulations or policies
- Knowledge of the geography and street locations in the City
- Some knowledge of the mechanism of water meters
- Skills in the use of hand tools needed for making routine repairs and adjustments
- Skill in Microsoft Office products (Word, Outlook, and Excel)
- Skill in providing good customer service
- Ability to multi-task while working with tight deadlines and shifting priorities
- Ability to quickly and independently learn new software
- Ability to organize work for timely completion
- Ability to use critical thinking skills to arrive at solutions and suggest improvements to processes
- Ability to clearly communicate and understand information in English, both orally and in writing
- Ability to establish and maintain effective and cooperative working relationships with those contacted in the course of work
- Ability to regularly attend work and arrive punctually for designated work schedule

PHYSICAL REQUIREMENTS:

Depending on functional area of assignment, tasks involve the ability to exert light physical effort usually involving some lifting, carrying, pushing and/or pulling of objects and materials of light weight (up to 20 pounds). Usually involves some climbing, balancing, stooping, kneeling, crouching, crawling, walking or standing.

ENVIRONMENTAL REQUIREMENTS:

Tasks are regularly performed outside with potential for exposure to adverse conditions, such as dirt, dust, pollen, odors, fumes and/or poor ventilation, wetness, humidity, rain, temperature and noise extremes, machinery and/or moving vehicles, vibrations, electric currents, animals/wildlife, toxic/poisonous agents, gases or chemicals, oils and other cutting fluids, violence and/or disease, or pathogenic substances.

SENSORY REQUIREMENTS:

Some tasks require manual dexterity, in addition to visual and hearing acuity. Some tasks may involve identifying and distinguishing colors.

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The job description does not constitute an employment agreement between the City and employee and is subject to change by the City as the needs of the City and requirements of the job change.

The City of Coconut Creek is an Equal Opportunity Employer. In compliance with United States Equal Employment Opportunity guidelines and the Americans with Disabilities Act, The City provides reasonable accommodation to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.

I have read and understand this classification description and hereby certify that I am qualified to perform this job, with or without reasonable accommodation.

Job Title

Name (print)

Supervisor's Name (print)

Employee Signature

Supervisor's Signature

Date

Date