



This Job Description does not constitute an employment agreement between the City and an employee, and the statements herein are intended to describe the general nature and level of work being performed by individuals assigned to this position. They are not intended to be an exhaustive list of all responsibilities, duties, knowledge, skills, and abilities required of personnel so classified in this position. The position description is subject to change by the City as the needs of the city and requirements of the position change.

**General Description**

The purpose of this job within the organization is to coordinate daily field service operations for the Utility Billing Department for the purpose of gathering monthly meter readings for water billing purposes.

This job works under general supervision, independently developing work methods and sequences.

**Duties and Responsibilities**

**The functions listed below are those that represent the majority of the time spent working in this job. Management may assign additional functions related to the type of work of the job as necessary.**

**Essential Functions:**

Schedules daily service requests for water meter operations for Utility Billing

Loads and coordinates meter reading assignments for the purpose of obtaining meter reading for water billing purposes.

Maintains a daily count of completed service requests, meter readings and maintenance logs by inputting data.

Monitors daily completion of tasks by advising, assisting and directing Meter Technicians.

Delivers completed paperwork to Utility Billing personnel.

Performs meter maintenance, inspections, and meter reading assessment checks in order to accurately meet the needs of the consumer, as well as that of the Utility Billing personnel.

Performs walk throughs for new subdivisions and developments.

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Title: Meter Technician Lead

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Performs diagnostics on water meter components to check for accuracy and/or abnormal water consumption.

**Additional Duties:**

Monitors and maintains water meter components and other material in inventory in order to meet projected demands.

Distributes large meters and materials for new construction.

Displays data information of daily meter operations through the use of charts and graphs for the purpose of updating department heads to the workload, tasks completed and future demand trends.

Performs general trouble-shooting practices to assist customers with heavy consumption issues in determining better ways to monitor water usage, maintain water fixtures and components.

Performs related work as assigned.

**Responsibilities, Requirements and Impacts**

**Data Responsibility:**

*Data Responsibility refers to information, knowledge, and conceptions obtained by observation, investigation, interpretation, visualization, and mental creation. Data are intangible and include numbers, words, symbols, ideas, concepts, and oral verbalizations.*

Coordinates or determines time, place or sequence of operations or activities based on analysis of data or information and may implement and report on operations and activities.

**People Responsibility:**

*People include co-workers, workers in other areas or agencies and the general public.*

Supervises or leads others by determining work procedures, assigning duties, maintaining harmonious relations, and promoting efficiency.

**Asset Responsibility:**

*Assets responsibility refers to the responsibility for achieving economies or preventing loss within the organization.*

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Requires some responsibility for achieving minor economies and/or preventing minor losses through the handling of or accounting for materials, supplies or small amounts of money.

**Mathematical Requirements:**

*Mathematics requires the use of symbols, numbers and formulas to solve mathematical problems.*

Uses addition and subtraction, multiplication and division, and/or calculates ratios, rates, and percentages.

**Communications Requirements:**

*Communications involves the ability to read, write, and speak.*

Reads technical instructions, procedures manuals and charts to solve practical problems, such as assembly instruction for tools, routine office equipment operating instructions, and methods and procedures for investigations and in drawing and layout work; composes routine reports and specialized reports, forms, and business letters, with proper format; speaks compound sentences using normal grammar and word form.

**Judgment Requirements:**

*Judgment requirements refer to the frequency and complexity of judgments and decisions given the stability of the work environments, the nature and type of guidance, and the breadth of impact of the judgments and decisions.*

Responsible for guiding others, requiring frequent decisions, affecting the individual, co-workers and others who depend on the service or product; works in a somewhat fluid environment with rules and procedures, but many variations from the routine.

**Complexity of Work:**

*Complexity addresses the analysis, initiative, ingenuity, concentration and creativity, required by the job and the presence of any unusual pressures present in the job.*

Performs coordinating work involving guidelines and rules, with constant problem solving; requires continuous, close attention for accurate results or frequent exposure to unusual pressures.

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**Impact of Errors:**

*Impact of errors refers to consequences such as damage to equipment and property, loss of data, exposure of the organization to legal liability, and injury or death for individuals.*

The impact of errors is moderately serious – affects work unit and may affect other units or citizens.

**Physical Demands:**

*Physical demands refer to the requirements for physical exertion and coordination of limb and body movement.*

Performs light work that involves walking or standing most of the time and involves exerting up to 20 pounds of force on a regular and recurring basis, or skill, adeptness and speed in the use of fingers, hands or limbs on repetitive operation of electronic office equipment within moderate tolerances or limits of accuracy.

**Equipment Usage:**

*Equipment usage involves responsibility for materials, machines, tools, equipment, work aids, and products.*

Handles or uses work aids involving some latitude for judgment regarding attainment of a standard or in selecting appropriate items.

**Unavoidable Hazards:**

*Unavoidable hazards refer to the job conditions that may lead to injury or health hazards even though precautions have been taken.*

None.

**Safety of Others:**

*Safety of others refers to the level of responsibility for the safety of others, either inherent in the job or to ensure the safety of the general public.*

Requires some responsibility for safety and health of others and/or for occasional enforcement of the standards of public safety or health.

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**Minimum Education and Experience Requirements:**

The preferred way to obtain the minimum knowledge, skills and abilities to perform the essential duties and responsibilities of this position are listed below. The City reserves the right to allow substitutions in the event that a candidate or incumbent exceeds requirements in one area but may be deficient in another.

Requires High School graduation or GED equivalent supplemented by specialized courses/training equivalent to completion of one year of college.

Requires one year water meter utility or closely related experience.

**Special Certifications and Licenses:**

Valid Driver's License

Class C Water Distribution License or ability to obtain within one year

Customer Service Inspectors License (CSI) or ability to obtain within one year

**Americans with Disabilities Act Compliance**

The City of Pearland, TX is an Equal Opportunity Employer. The ADA requires the City of Pearland, TX to provide reasonable accommodations to qualified persons with disabilities. Prospective and current employees are encouraged to discuss ADA accommodations with management.

**Emergency Management Responsibilities**

During emergency conditions, all City employees are subject to being called to work in the event of a disaster, such as a hurricane, or other emergency situation and are expected to perform emergency service duties, as assigned.

**Fiduciary Responsibilities**

Responsible for using reasonable measures to prevent, deter, and detect fraud / embezzlement within the department.

**Organization-wide Employee Responsibilities**

All City of Pearland employees must serve the public and fellow employees with honesty and integrity in full accord with the letter and spirit of the City of Pearland's Ethics and Conflict of Interest policies.

All employees must establish and maintain effective working relationships with the

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general public, co-workers, elected and appointed officials and members of diverse cultural and linguistic backgrounds, regardless of race, color, religion, gender, national origin, age, marital status, political affiliation, familial status, disability, sexual orientation, pregnancy, or gender identity and expression.

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To optimize performance of the organization City of Pearland employees are expected to use multi-directional communication (top to bottom, bottom to top, and across peer groups), use cross-functional teams to promote a greater understanding of the organization by employees at all levels, create to a culture of continuous learning that encourages and supports employee development and growth, embrace technology with a focus on improving service delivery, productivity and connectivity, and create an environment where innovation is supported and encouraged.