DAVIDSON WATER, INC.

METER REPLACEMENT & SUPPORT TECHNICIAN

FLSA Status: Hourly | Position Type: Full-time

General Statement of Duties

Performs field clerical and physically demanding work involving the reading, maintenance, and replacement of water meters and related meter services for the Company's members.

Distinguishing Features of the Class

Employees in this class are responsible for reading residential and commercial water meters for billing purposes, maintaining meter accessibility and visibility, and performing assigned meter replacement and service activities. Work is generally performed independently and includes locating meters, recording readings, identifying and reporting meter issues, replacing meter lids, changing meters and transmitters, and assisting with water service connections and disconnections.

Employees are responsible for identifying suspected leaks, notifying members and appropriate Company personnel, and shutting off water service when requested. Employees also provide backup support for Meter Service Technicians during absences and assist with related service activities as assigned.

Employees operate assigned Company vehicles and are responsible for routine vehicle maintenance, including refueling, checking and changing fluids and filters, restocking supplies, and documenting maintenance activities. Regular public contact is required to respond to members' questions regarding meter readings, meter operations, and water service concerns.

Work is performed under varying indoor and outdoor environmental conditions, including exposure to extreme temperatures, inclement weather, bothersome animals, oils, fumes, and other atmospheric conditions. The position requires physical stamina and the ability to perform repetitive field activities throughout the workday.

Work is performed under the general supervision of the Meter Services Supervisor and is evaluated based on the accuracy of meter readings and records, effectiveness of assigned meter service activities, responsiveness to member concerns, and overall job performance.

Duties and Responsibilities

Essential Duties and Tasks

- Reads residential and commercial water meters accurately for billing purposes.
- Locates meters, observes meter operations, cleans meter boxes, removes excess water, and reports damaged or malfunctioning meters to appropriate Company personnel.

- Replaces damaged or missing meter lids as needed.
- Completes assigned meter re-read checks upon completion of designated reading sections.
- Identifies suspected water leaks, notifies members and/or appropriate Company personnel, and shuts off water service when requested.
- Explains meter operations to members, responds to questions regarding meter readings and water service, and provides general information concerning leaks on the Company's and member's sides of the meter.
- Assists Meter Service Technicians, as assigned, with water service connections and disconnections, water pressure checks, meter replacements, and related service activities.
- Removes and replaces water meters and transmitters as assigned, ensuring accurate documentation of meter information and completed work in the Company's work order system.
- Provides backup coverage for Meter Service Technicians during absences, performing assigned service duties as needed.
- Assists Meter Service Technicians with status sheets, account information updates, address changes, and related service records.
- Operates assigned Company vehicles safely and efficiently while performing daily field assignments.
- Performs routine vehicle maintenance, including refueling, checking and changing fluids and filters, and restocking necessary tools and supplies.
- Reports vehicle maintenance and repair concerns to Company mechanics and completes the required weekly vehicle maintenance log.

Additional Job Duties

Performs related duties as required.

Recruitment and Selection Guidelines

Knowledge, Skills, and Abilities

- Considerable knowledge of road and street layouts and water meter locations along assigned routes.
- Working knowledge of the operation and basic maintenance of water meters and related equipment.
- Working knowledge of Company utility service policies and procedures.
- Ability to perform physically demanding fieldwork requiring stamina, including walking several miles per day when necessary and frequently entering and exiting a vehicle.
- Ability to interact courteously, professionally, and effectively with members and the public.
- Ability to identify and troubleshoot meter reading problems and recognize malfunctioning equipment.
- Ability to accurately read and record meter readings, maintain service records, and report meter-related conditions.
- Ability to operate meter reading devices, related field equipment, and Company vehicles safely and efficiently.

Physical Requirements

- Must be able to physically perform the essential functions of the position, including stooping, kneeling, crouching, crawling, reaching, standing, walking, pushing, pulling, lifting, using manual dexterity, talking, hearing, and performing repetitive motions.
- Must be able to perform work requiring physical exertion of 50 pounds or more of force occasionally, up to 20 pounds of force frequently, and/or up to 10 pounds of force constantly to move objects.
- Must possess the visual acuity necessary to operate mobile phone applications, use hand tools, perform visual inspections, read data and figures, and safely operate Company vehicles.

Desirable Education and Experience

Graduation from high school or possession of a GED, preferably supplemented by experience working with data and figures; or an equivalent combination of education and experience.

Special Requirement

Possession of a valid North Carolina driver's license.