



West Travis County Public Utility Agency
Job Description

METER TECHNICIAN

CATEGORY: Hourly

FLSA: Non-Exempt

SUMMARY OF POSITION

- The Meter Technician accurately reads and records water meter usage for billing purposes, uploads and downloads customer billing information, performs meter testing and re-reads when required, completes shut-offs for non-payment of bills, performs service work orders and obtains and processes water quality samples.

ORGANIZATIONAL RELATIONSHIPS

- Reports to: Customer Service Supervisor or Lead Meter Technician
- Directs: None.
- Other: Agency contact with vendors, consultants, contractors, developers, property owners, and wholesale and retail customers.

DUTIES AND RESPONSIBILITIES

- Accurately reads and records water meter usage for billing purposes. Uploads and downloads customer billing information.
- Performs meter testing and re-reads when required.
- Sets new meters and replaces old, inaccurate or broken meters or meter registers.
- Reports inoperable, damaged, or missing meter boxes. Cleans meter boxes and surrounding areas.
- Ensures cleanliness and maintenance of assigned vehicles and that tools and equipment are secured, organized and maintained.
- Completes shut-offs for non-payment of bills.
- Performs service work orders and obtains and processes water quality samples when required.
- Assists maintaining facilities and grounds to ensure a neat and tidy appearance.
- Assists with ordering repair parts and equipment, and managing inventory.

- Follows WTCPUA safety policies and procedures.
- Follows written and oral instructions.
- Obtains and maintains licenses/certifications to perform work assignments.
- Works on-call duty and responds at any hour during an emergency when requested.
- Coordinates with WTCPUA staff, consultants and other agency vendors on WTCPUA operational issues and matters.
- Completes continuing education directly related to job responsibilities and as required by professional licensing organizations.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES

- Beginning to intermediate municipal water utility knowledge and experience, including TCEQ regulations. Ability to read, replace and test meters in a timely and quality manner. Beginning to intermediate knowledge of meter reading hardware, software, and billing systems including uploading and downloading customer billing information. Ability to courteously and professionally interact with customers. Ability to work outside in various conditions and terrain. Ability to lift 50 pounds alone and up to 100 pounds with assistance. Ability to stand, stoop, kneel or sit for long periods of time. Ability to climb in and out of confined areas. Knowledge and ability to drive heavy construction equipment and a bucket truck. Ability to adapt to new technology, new methods and changing conditions. Ability to maintain open communication and a cooperative environment, and interact well with the public and employees.

ACCEPTABLE EXPERIENCE AND TRAINING

Minimum of High School Diploma or equivalent required. Minimum one (1) year experience in reading meters and meter replacement, testing, maintenance and repair operations. Possess a current Texas Class “C” Driver’s License.

CERTIFICATES AND LICENSES REQUIRED

Class “D” Operators License desired, but not required.