

CITY OF REDWOOD CITY CONSUMER SERVICE TECHNICIAN

DEFINITION

To read and record readings of water meters; assist in meter maintenance and in the meter repair shop as required; assist with clerical and other procedures in servicing water customers; may be assigned to maintain parking meters.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from the Public Works Supervisor.

EXAMPLES OF DUTIES - Duties may include, but are not limited to, the following:

Read water meters on an assigned route and record readings.

Make special readings as required.

Check to see that meters are functioning properly and report any defects to a supervisor.

Check to determine consistency of meter readings and report unusual cases to a supervisor

Estimate water consumption when a meter is not functioning properly or is broken.

Investigate delinquencies and turn water on and off.

Inspect for cross connections and test back flow preventers; test water pressure.

Maintain route books by making additions or deletions.

Investigate and solve customer complaints.

Assist in the testing, disassembling, inspection, cleaning, repairing or replacing of worn or defective parts in meters.

Adjust meters to an accepted standard of accuracy.

Repair and replace meters in the field.

Obtain repair parts and keep records.

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Take water samples for testing.

Test meters in the field and in the shop.

Repair meters to meet standards and specifications.

Conduct flow tests.

May be assigned to maintain parking meters, including repair of jammed, vandalized, and damaged meters; keeping of records on parking meters; cleaning, lubing, and testing of timers; replacement of meters; inventory and ordering of meters.

Perform related duties as assigned.

QUALIFICATIONS

Knowledge of:

Methods, materials, tools and equipment relating to the repair and maintenance of water meters, parking meters, and other meters.

Record keeping procedures.

Billing procedures in a water utility; customer relations issues and problems.

May be required to have specialized knowledge of parking meters.

Ability to:

Make simple arithmetical calculations rapidly and accurately.

Write legibly.

Use hand tools.

Keep records and make reports.

Establish and maintain effective working relationships with the public and fellow employees.

Understand and carry out verbal and written instructions.

Tactfully and effectively investigate and deal with consumer complaints.

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Change and test all sizes of water meters.

Meet deadlines and work under time pressure.

Perform routine mechanical meter repair.

Physical Characteristics:

Must be in good health and good physical condition to permit a great deal of walking under varying climatic conditions; be able to lift heavy objects; and perform manual labor required to read and change meters.

Experience and Education:

Any combination of experience and education that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience:

One year of work in mechanical maintenance or customer relations.

Education:

Equivalent to completion of the twelfth grade.

License or Certificate:

Possession of, or ability to obtain, an appropriate, valid California Driver's License.

Effective Date: February, 1985

Bargaining Group: Service Employees' International Union - Local 715