A full-time job opening exists in the Utility Operation Division for a Meter Service Tech I (5364). If this position is not filled by current city employees within ten (10) working days of this notification, it will be open to the public on 10/12/2020.

JOB SUMMARY

DEFINITION
Under direct supervision of the Utility Field Supervisor, responsible for performing reading, service, and billing related maintenance functions to water meters on a daily basis. The Meter Service Technician I performs other related work as required and directed by the Utility Field and Division Supervisor.

ESSENTIAL DUTIES AND RESPONSIBILITIES
1. Requires extensive walking, bending, lifting, and stooping in all types of weather
2. Perform utility water turn on, turn off, and lock off of meters for various billing operation purposes
3. Perform and completes utility water customer installation and finalization work orders which must be legible and complete; may work some customer complaints when needed
4. Investigate/report tampering or possible illegal water connections
5. Performs meter reading and rereading job functions on an as needed basis to complete monthly reading of all city water meters due to staffing or environmental problems
6. Must be able to read water meters accurately and write/enter readings correctly on handheld recorders for route reading or reread purposes
7. Contribute information and work with office staff in completion of work order request for various customer or route generated work orders
8. Maintain and enforce safety procedures for meter boxes and lids for a safe and secure environment for the public and other city workers
9. Operate and use a variety of powered and unpowered equipment
10. Report possible meter leaks
11. Able to use GPS coordinates for possible meter locations
12. Billing environment may require possibility of working on holidays, weekends, and/or overtime
13. Must become knowledgeable of City of Monroe ordinances as they relate to Utility Operations Division and stay updated on new ordinances.
14. May be required to testify in court using knowledge, records, and reports
15. Must maintain a sense of security, safety, and courteous service to the public
Ability and willingness to work with the public in a business and professional manner

Ability to use truck radios according to FCC guidelines

Strong sense of responsibility which includes demonstrated and dependable attendance, knowledge, and work experience

EDUCATION

High school diploma or GED equivalent from an accredited institution

Ability and knowledge to operate a computer

LICENSES & CERTIFICATES

Must possess and maintain a valid Louisiana Driver’s License and practice safety at all times

Must obtain a Class I Certification in Water Distribution within 12 months of hire from the Louisiana Department of Health and Hospitals

Must maintain appropriate certifications

² Revised 09/2013