

**DISTRIBUTION
UTILITY WORKER I/METER READER**

DEFINITION:

Under the supervision of the Distribution Foreman, performs skilled technical activities for the operation and maintenance of the Leavenworth Waterworks Department. Under general supervision, reads, records and reports water meter readings; interacts with customers and addresses questions and resolves complaints, reports abnormal or suspicious meter conditions or usage patterns, makes field repairs to meters, and performs related duties as assigned.

JOB DUTIES:

The list below is intended as illustrations of the various types of work performed. These examples of work performed are neither restricted to nor all-encompassing of the duties to be performed under this job title.

When assigned to Operations and Maintenance:

- Install new water mains; repair and maintain the existing water mains.
- Install new water services; renew, maintain and remove existing service lines.
- On-going training of distribution system.
- Interacts with customers by answering questions, providing information and resolving complaint issues.
- Maintaining correct amounts of inventory to complete necessary tasks.
- Execute traffic control.

When assigned to Meter Reading:

- Reads and records consumer water meters in accordance with an assigned schedule and route, identifies sites for meter reading and uses maps to establish a systematic route.
- Ensure accuracy of readings by conducting rechecks.
- Makes field repairs to water meters and performs routine maintenance.
- Assists in making emergency repairs to water mains.
- Problem solves situations quickly in order to resume service to customers in a timely fashion.
- Performs maintenance on vehicles.
- Maintain buildings and grounds.
- Perform other duties as assigned.
- Picks up mail.

QUALIFICATIONS:

Knowledge of:

- Operation and appropriate usage of various types of water meters.
- Operational characteristics of general maintenance and construction equipment and tools used in work activities.
- Operational characteristics of hand held and radio meter reading equipment.

- Effective customer service methods, practices and techniques.
- Geography of the area and location of meters.
- Basic map reading.

Ability to:

- Analyze customer situations and act accordingly to ensure customer satisfaction.
- Able to problem solve and direct corrective action measures.
- Operate equipment such as back hoes, bobcats, trenchers, jack hammers, and forklifts.
- Perform heavy manual labor.
- Establish and maintain cooperative relationships with those contacted in the course of work.
- Operate a hand held meter reading computer.
- Safely operate a motor vehicle.
- Accurately and efficiently take meter readings.
- Ensure adherence to safe work practices and procedures.
- Understand and carry out oral and written directions.
- Respond to requests and inquiries from customers.

EXPERIENCE:

1-3 years work experience in a related field.

EDUCATION:

High School Diploma or GED

NECESSARY SPECIAL REQUIREMENTS:

- Possession of a valid Class C Kansas Driver's License, or equivalent. Must have the ability to obtain and maintain a valid Class A Kansas Driver's License within 18 months of hire.
- While performing the duties of this job, the employee is required to use hands to finger, handle, or reach with hands or arms, stoop, kneel, crouch or crawl. The employee is frequently required to stand, walk, sit, climb or balance. The employee must occasionally lift and/or move materials up to and over 100 pounds; frequently lift up to 25 and 50 pounds; and regularly lift up to 10 pounds.
- Must be to ascend and descend ladders and stairs.
- Tolerate changes in outside temperatures from winter to summer and tolerate dust, pollen, wind and rain.
- Work may require exposure to hazardous conditions and noxious chemicals.
- Must be able to work in tight or claustrophobic conditions.
- Work flexible hours, including weekends and holidays.