

# METER SERVICE WORKER

**SALARY:** \$3,589 to \$5,050 monthly (26 pay periods annually)

**FINAL FILING DATE:** We are accepting applications until closing at 5 pm, January 21, 2021

**IT IS MANDATORY THAT YOU COMPLETE THE SUPPLEMENTAL QUESTIONNAIRE. YOUR APPLICATION WILL BE REJECTED IF YOU DO NOT PROVIDE ALL NECESSARY INFORMATION.**

## **THE POSITION**

The Human Resources Department is accepting applications for the classification of Meter Service Worker. The current opening is a limited term, benefitted and full-time position in the Meter Services division of the Finance Department, but the list may be utilized to fill future regular and full-time vacancies in the City for the duration of the list. The term length for the current vacancy is not guaranteed but cannot exceed 36 months. The normal work schedule is Monday through Friday, 8:00 am –5:00 pm; a flex schedule may be available.

The City of Roseville promotes a no smoking atmosphere.

## **THE CITY**

The City of Roseville (COR) incorporates the following Core Competencies as part of the City's culture:

- Focus on people: Develop and deliver service-oriented solutions that meet or exceed expectations.
- Build trust: Ensure honesty and integrity to gain confidence and support of others.
- Ensure accountability: Take responsibility for the outcomes of one's own work and foster a sense of ownership in others.
- Communicate effectively: Deliver clear, concise messages and actively listen to ideas and questions.
- Collaborate inclusively: Build effective working partnerships, alliances, and teams.
- Make quality decisions: Make sound, timely decisions and recommendations.
- Be adaptable/agile: Change approach or methods to best fit the situation and effectively balance competing priorities.

## **DEFINITION**

To perform a variety of duties installing and removing electric meters, and reading meters; to identify and perform minor maintenance on electric and water equipment; and to carry out field service orders, including connect and disconnect services.

## **DISTINGUISHING CHARACTERISTICS**

This is the full journey level class within the Meter Service Worker series. Employees within this class are distinguished by the full range of duties assigned. Employees at this level receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the work unit.

This class is distinguished from the Senior Meter Service Worker in that the latter provides lead supervision to assigned personnel.

## **SUPERVISION RECEIVED AND EXERCISED**

Receives direction from the Utility Billing and Field Services Supervisor and receives technical and functional supervision from the Senior Meter Service Worker.

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

- Connect and disconnect electric services; make adjustments to ensure safe and efficient operation of service.
- Perform minor maintenance on meters, including pulling meters from vacant establishments, meter change-outs, installing locks and seals, and repairing meter leaks.

- Ensure accurate meter operation including proper meter registration; report unusual situations involving meter conditions, defects, suspicious conditions or safety hazards; review and processes abnormal meter reading reports on a daily basis.
- Respond to customer inquiries and complaints concerning utility service policies; perform field investigations of high bill complaints, make field disconnection of utility services for delinquent accounts, breach of contract, nonpayment, returned checks, change of occupancy, safety, and meter tampering.
- Read meters on assigned routes and record readings; identify addresses for new electric and water utility billing.
- Perform routine field service work including the delivery of door hangers, trimming vegetation according to City policy, and carrying out special service orders.
- Build and maintain positive working relationships with co-workers, other City employees, and the public using principles of good customer service.
- Perform related duties as assigned.

## **MINIMUM QUALIFICATIONS**

### **Knowledge of:**

- Basic utility service meter operations and various meters and related equipment.
- Methods, techniques, tools, equipment and materials used in the minor repair and installation of utility meters, including service connects and disconnects.
- Electronic automated meter reading devices.
- Electrical safety practices and procedures.
- Practices and methods of record keeping.
- Basic arithmetic, including addition, subtraction, multiplication, division, and percentages.
- Basic computer skills.

### **Ability to:**

- Perform installation and removal of electric meters and related minor repairs.
- On a continuous basis, know and understand operations and observe safety rules; intermittently analyze problem situations and/or equipment; identify and locate site locations, interpret work orders, remember equipment location, and explain job to others.
- Intermittently, walk long distances; sit while studying or preparing reports and/or driving; bend, squat, kneel and twist when performing utility meter installation/removal duties; perform simple and power grasping, pushing, pulling, and fine manipulation; and lift or carry weight of 50 pounds or less.
- Learn geography and street locations of the City.
- Learn City policies and regulations regarding utility services.
- Identify and repair minor problems with electric and water meters; refer difficult problems/irregularities for more advanced attention and recommend possible solutions.
- Perform basic arithmetic, including addition, subtraction, multiplication, division, and percentages.
- Understand and carry out written and oral directions.
- Operate a computer as necessary to perform job duties.
- Maintain accurate and up-to-date records; prepare routine reports.
- Deal tactfully with customers.
- Work outdoors in a variety of weather conditions.
- Work on-call, on evenings, weekends, or holidays.
- Communicate clearly and concisely, both orally and in writing.
- Establish and maintain effective working relationships with those contacted in the course of work.

## **EXPERIENCE AND TRAINING**

### **Experience:**

One year of experience as a utility meter reader, or in replacing water and/or electric meters, or in maintenance, inspection or repair of electrical equipment.

AND

**Training:**

Equivalent to completion of the twelfth (12th) grade, GED, or higher level degree; supplemental course work/training in electricity or a related field is highly desirable.

**License or Certificate:**

Possession of a valid California driver's license by date of appointment.

**SUPPLEMENTAL QUESTIONNAIRE**

1. Your responses to these questions must be consistent with your employment application information. This experience must also be described in the "Work Experience" section of this application. Responses to the supplemental questionnaire that are inconsistent from your "Work Experience" section in the application will not be scored. I understand and agree with the above instructions.  
 Yes  
 No
2. Was any of the work experience listed on your application an unpaid internship, or volunteer work? If so, please list below which ones.
3. How many years of experience do you have working for a utility company?  
 Less than 1 Year  
 1-3 Years  
 3+ Years
4. Please detail any experience you have working for a utility company, including the company, your position and assigned job duties. If you do not have any experience working for a utility company, please put N/A.
5. Please describe any electrical training you have, if any, including on the job training. If you do not have any electrical training, please put N/A.
6. Please describe your experience in the repair, maintenance, or inspection of consumption based electric meters and/or water meters.

**SELECTION PROCESS**

All candidates meeting the minimum qualifications will have their application scored in a Formula Rate Examination. The applicant's experience and education will be evaluated using a pre-determined formula. Scores from this evaluation will determine applicant ranking and placement on the Employment List. Supplemental questions will be utilized by the department hiring authority to make interview and selection determinations. Final appointment is contingent upon a check of past employment references, passing a City-paid fingerprint check and depending on position applied for a pre-employment medical exam and a drug and alcohol screening test.

THE CITY OF ROSEVILLE IS AN EQUAL OPPORTUNITY EMPLOYER. IF YOU REQUIRE AN ACCOMMODATION DUE TO A DISABILITY, PLEASE CONTACT THE HUMAN RESOURCES DEPARTMENT AT LEAST 5 WORKING DAYS BEFORE A SCHEDULED INTERVIEW/EXAMINATION PROCESS. MEDICAL DISABILITY VERIFICATION MAY BE REQUIRED PRIOR TO ACCOMMODATION.