



**CITY OF TUSTIN**  
300 Centennial Way  
Tustin, CA 92780

<http://www.tustinca.org/citydept/HR/hr.asp>

Invites applications for the position of:  
**WATER METER READER**

*An Equal Opportunity Employer*

**SALARY**

\$3,492.00 - \$4,264.00 Monthly

**OPENING DATE:** 06/10/08

**CLOSING DATE:** 07/11/08 05:00 PM

**DESCRIPTION:**

**JOB SUMMARY**

Under immediate supervision, reads and records residential and commercial water meters on an assigned route. An employee in this classification primarily works outdoors on an assigned route away from close proximity of the supervisor. The nature of the work requires extensive contact with the general public and an ability to deal courteously and effectively with others and represent the City in a positive manner. There are currently **two (2) vacancies** in this classification.

**SELECTION PROCESS**

A completed **Employment Application and Supplemental Questionnaire** must be submitted to the Human Resources Department by the closing date of July 11, 2008. **Incomplete applications and applications received after the closing date will not be considered.**

Application materials, including responses to the Supplemental Questionnaire, will be reviewed to evaluate each applicant's qualifications for this position and determine which applicants will continue in the selection process. Applicants who are determined to be the best qualified will be invited to a written examination that is *tentatively* scheduled for the week of July 21, 2008. A select number of top scoring applicants will then be invited to a panel interview that is *tentatively* scheduled for the week of August 4, 2008. Applicants who successfully pass all phases of the examination process will earn placement on the eligible list. Candidates on the eligible list who most closely meet the needs of the City will be invited to an interview with the hiring department. Prior to employment, candidates must receive satisfactory results from a background investigation, physical examination, and administrative screening.

*Note: Establishment of position and salary range is pending City Council approval*

**EXAMPLES OF DUTIES**

*Duties may include, but are not limited to, the following:*

- Reads water meters of residential, industrial, and commercial water utility customers and records data using an electronic hand-held device
- Enters meter readings into database and prints usage reports; reviews reports for irregularities
- Inspects meters and related equipment for damage; reports damage or safety hazards to supervisor
- Performs customer service field duties such as providing turn-on and shut-off service to water meters and re-reading meters to resolve discrepancies
- Travels to and from customer water meters along an assigned route by driving a City vehicle and walking long distances
- Responds to and/or resolves routine questions and requests for assistance from customers; refers more complex matters to supervisor as necessary
- Performs minor maintenance and repair of water meters and related equipment

### **MINIMUM QUALIFICATIONS**

*A combination of education, experience, and training that has provided the necessary knowledge, skills, and abilities is required for entry into the classification. A typical combination includes:*

#### **Education and/or Experience:**

Graduation from high school and one (1) year of experience in a position involving extensive customer service or public contact.

#### **Licenses and/or Certificates:**

Possession of a valid Class C California driver's license and an acceptable driving record. A valid Water Distribution System Operator Certificate (Grade D-1 or above), issued by the California Department of Health Services, is required within one (1) year of appointment.

#### **Special Requirements:**

Satisfactory results from a background investigation, physical examination and administrative screening.

### **KNOWLEDGE, SKILLS, & ABILITIES**

#### **Knowledge of:**

- Basic mathematical principles, including decimals and percentages
- Principles and practices of customer service

#### **Skill to:**

- Operate various types of equipment including a hand held meter reader, computer, and Class C motor vehicle

#### **Ability to:**

- Walk or stand for extended periods of time and bend, stoop, crawl, climb, and lift as necessary to perform field duties

- Learn how to read water meters using electronic hand-held meter reading equipment
- Communicate clearly and effectively, both orally and in writing
- Follow oral and written instructions
- Perform simple arithmetical calculations quickly and accurately
- Investigate and handle disputes and complaints in a courteous and tactful manner
- Establish and maintain cooperative working relationships with the general public, City staff, and others encountered in the course of work
- Evaluate situations, identify problems, and exercise sound independent judgment within established guidelines

## **WORKING CONDITIONS & PHYSICAL DEMANDS**

### **PHYSICAL AND MENTAL DEMANDS**

*The physical and mental demands described here are representative of those that must be met by employees to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

#### **Physical Demands:**

Position requires prolonged standing, walking, reaching, twisting, turning, kneeling, bending, squatting, and stooping in the performance of daily activities. The position also requires grasping, repetitive hand movement and coordination, and color vision in driving vehicles, operating equipment and using tools in a safe manner. Acute hearing is required when working around traffic and equipment. The employee is subject to uncomfortable outdoor working conditions such as heat, cold, and humidity.

#### **Mental Demands:**

While performing the duties of this class, employees are regularly required to use written and oral communication skills; read and interpret data; work independently; and interact with the general public, City staff, and others encountered in the course of work.

### **WORK ENVIRONMENT**

The employee primarily works outdoors and is subject to working in inclement weather conditions. There is exposure to the hazards associated with working around street traffic. The noise level in the work environment may occasionally rise above 85 decibels due to construction and traffic along the assigned route.

*Note: The information contained herein is subject to change and does not constitute either an expressed or implied contract.*

