

# Meter Specialist Trainee

Job Specification for Collective Bargaining Unit Positions



**JOB TITLE:** Meter Specialist Trainee

**EEO CODE:** 07

**PAY GRADE/BAND:** 203

**FLSA:** Non-Exempt

**BARGAINING UNIT:** IBEW

**OCC CODE:** 2314

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## **POSITION SUMMARY:**

Under direct oversight, reads, connects and disconnects water meters and self-contained electric meters, operates ltron meter reading system including hand held devices, removes dirt and water from meter boxes, performs general repair of meter box lids, wires and batteries, detects and reports theft/tampered services, installs and replaces water, reclaim water, self-contained electric meters and services. Trainees will expand their knowledge of methods, practices, procedures and techniques for identifying, monitoring and reporting unsafe and/or damaged water and electric meters. Procedures are established and a number of specific guidelines are available, requiring judgment in locating and selecting the most appropriate methods, techniques and procedures to apply to specific cases. Solves routine or recurring problems and identifies and suggests solutions to more complex problems. Completed work is evaluated for technical accuracy and compliance with established procedures and practices. Regular contact with individuals in other work groups and external customers is required to obtain, clarify or provide facts or information.

## **EXAMPLES OF WORK:**

Develop Skills to:

- Investigates and reports abnormal service conditions.
- Conducts and documents field investigations and communicates findings to internal and external customers.
- Performs field checks and reports necessary corrections for crossed meters and other meter related record defects.
- Connects and disconnects self-contained electric, water and reclaim water services at the meter or other applicable locations.
- Repairs or replaces ancillary meter related equipment, including adjacent piping, meter boxes, meter bases and other infrastructure.
- Removes, installs, repairs and replaces self-contained electric, water, and reclaim water meters and services.
- Reads and interprets meter reading data from a variety of sources, enters required data into applicable devices or systems, notes irregularities pertaining to services, such as dead meters, illegal use of electricity or water, incorrect rates and unsafe or illegal installations and reports findings to proper departments.

- Verifies and documents meter locations, crossed meters, and meter numbers for billing purposes.
- Reads and verifies RF meters from specially designed equipment.
- Cleans and digs out water meter boxes.
- Responds to customer inquiries and resolves meter-related problems.
- Locates and documents possible meter tampering, diversion, and theft of electric, water, wastewater, and reclaim water services.
- Works in inclement weather unless excused by their supervisor.
- May assist Meter Specialist and Meter Specialist Senior in duties including water meter testing, electric/water meter installation, sewer flow meter work, etc.
- Performs other job-related work as assigned.

### **KNOWLEDGE, SKILLS, AND ABILITIES:**

Develop and Apply Knowledge of:

- Applicable federal, state, and local laws, codes and regulations.
- JEA Engineering Rules and Regulations, standards, and associated documents pertaining to meters and service lines.
- Policies pertaining to utility tampering, service area, and rate structure.
- OSHA standards, and safe working practices and procedures.
- Billing system.
- Itron meter reading system including the meter reading import (MRI) & meter reading export (MRE) files.
- Meter location codes and “can’t read” codes.
- Field work management system.
- Develop and Possess Skill in:
- Performing arithmetic computations and determining linear, square and cubic measurements.
- Performing a range of routine skilled craft activities.
- Operating and maintaining assigned vehicle.
- Using equipment, tools, and materials required for working with electric and water meters services.
- Recognizing electric meter jumpers, upside down meters or backwards running meters, dead meters, broken seals and meter bypasses.
- Troubleshooting malfunctioning water, reclaim water and self-contained electric meters, wiring, and equipment.
- Identifying primary and secondary electric lines.
- Operating standard office equipment.
- Using computers with required software applications to operate, maintain and troubleshoot Itron meter reading system, RFW hardware, hand-held meter reading devices or mobile reading devices to access customer account information and enter meter readings.
- Develop Ability to:
- Identify electric and water meters, lines and transformers, automated meter reading network equipment (concentrators and collectors).
- Read all meters accurately.
- Work without direct supervision.

- Read, comprehend, and apply job related information, instructions, procedures, technical manuals, operational manuals, journals, construction drawings, street guides, work order requests and as-built drawings in English.
- Demonstrate and promote excellent customer service with both internal and external customers.
- Communicate effectively in English, both orally and in writing.
- Complete assigned tasks in a timely manner.

**OPEN REQUIREMENTS:**

High School diploma or equivalent. Preferred experience in any of the following areas:

- Reading electric, water or gas meter routes for customer billing in a utility environment
- Field electrical, mechanical, piping or utility metering systems

**LICENSING/CERTIFICATION/REGISTRATION**

- A valid driver’s license is required prior to employment and must be maintained during employment in this classification.
- A valid Class “B” Commercial Driver’s License with Air Brake Endorsement must be obtained within one year of assignment to the Meter Specialist Trainee classification.

Note:

1. *Current job incumbents who were hired, transferred and/or promoted into this classification before May 9, 2011 will be required to successfully complete a modified version of the Meter Specialist Trainee Training Program.*
2. *Current job incumbents who were hired, transferred and/or promoted into this classification on or after May 9, 2011 and all future incumbents must participate in the JEA Meter Specialist Trainee Program. Employees advance through the program provided they successfully complete the requirements (including demonstration of proficiencies) of the applicable modules. Failure to successfully complete this training program will result in termination from this training program and result in separation of employment.*
3. *No JEA employee shall at any time be permitted to revert to this job classification.*

**SAFETY SENSITIVE:** Yes - Operates Commercial Driver’s License (CDL) classified vehicles, large trucks and/or constructions equipment.

**PROBATIONARY PERIOD:** Twelve (12) Months

**PHYSICAL REQUIREMENTS:**

<b>Sitting</b>	Up to 5 hours per day	<b>Lifting</b>	Up to 5 hours per day
<b>Walking</b>	Up to 8 hours per day		Up to 50 max. pounds
<b>Standing</b>	Up to 8 hours per day	<b>Pushing</b>	Up to 5 hours per day
<b>Bending</b>	Up to 5 hours per day		Up to 50 max. pounds
<b>Squatting</b>	Up to 5 hours per day	<b>Pulling</b>	Up to 5 hours per day
<b>Stooping</b>	Up to 4 hours per day		Up to 50 max. pounds

<b>Reaching</b>	Up to 5 hours per day	<b>Climbing</b>	Up to 4 hours per day
<b>Balancing</b>	Up to 5 hour per day	<b>Stairs</b>	Up to 2 hours per day
<b>Twisting</b>	Up to 5 hours per day	<b>Ladder</b>	Up to 1 hour per day
<b>Crawling</b>	Up to 2 hours per day	<b>Step-stool</b>	Up to 2 hours per day
<b>Kneeling</b>	Up to 4 hours per day	<b>Excessive heat</b>	Up to 8 hours per day
<b>Typing</b>	Up to 4 hours per day	<b>Excessive cold</b>	Up to 8 hours per day
<b>Data Entry</b>	Up to 8 hours per day	<b>Dust</b>	Up to 8 hours per day
<b>Driving</b>	Up to 8 hours per day	<b>Humidity</b>	Up to 8 hours per day
		<b>Loud Noise</b>	Up to 8 hours per day
		<b>Hands in Water</b>	Up to 8 hours per day

<b>Unusual hearing or vision demands:</b>	Free from color-blindness; ability to maintain vision correctable to 20/40; normal field of vision; normal night vision; good depth perception; ability to hear sounds signaling potential hazards.
<b>Communication demands:</b>	Ability to communicate orally with customers clearly and effectively.
<b>Other physical demands or notes:</b>	Normal sense of hearing and smell; perform work under noisy, dirty, high humidity, wet, rainy, hot and cold conditions; have good manual dexterity; normal range of motion; normal sense of balance; work in confined spaces, and under adverse weather conditions; perform work from a ladder at heights up to ten (10) feet. Mental alertness and good coordination required. Walking 8 to 10 miles daily on uneven ground.  JEA employees should not attempt to lift, pull or push a load in excess of 50 lbs. without assistance. Care should always be taken when lifting, pushing or pulling in an awkward position.

This position requires that employees be in compliance with JEA procedure ES A0200 A0101 RS 628 Screening Personnel Risk Assessments (pre-hire for “FACTA” designations; pre-hire and recurring for “CIP” designations).

Revision Date: 8/11/05; 3/13/06; 10/4/12 (not implemented & superseded by 10/12/12); 10/12/12; 10/8/13; 5/07/2014; 3/7/2017