



Meter Technician II Operations Department

Full-Time/Non-Exempt
Career Range: \$28.73 - \$40.37/hour (DOQ)

Fort Collins – Loveland Water District

Revision Date: January 2025

Approved by General Manager:

Approved by Human Resources:

General Purpose:

The Meter Technician II for the Fort Collins-Loveland Water District (FCLWD, the District) is responsible for reading and recording accurate meter readings and data for the purpose of accurately billing customers' water usage as well as assisting water operations and billing staff. Acts in a lead capacity to Meter Technician I positions. Reports directly to the Utilities Operations Superintendent.

Essential functions:

- Assists department management with scheduling, prioritizing, and coordinating work assignments of Meter Technician I positions.
- Provides technical expertise and guidance related to field services procedures and appurtenances.
- Leads in the training of Meter Technician I positions in the use of field services tools, equipment, work methods and safety practices.
- Accurately records meter reading from manual registers.
- Researches and implements corrective actions relating to malfunctioning and inoperable meters.
- Investigates too high, too low and no read reports and implements corrective action.
- Removes, installs, and programs meters and radios.
- Assists with delivery of late and shut off notices to customer addresses.
- Assists with shutting off water for customer nonpayment.
- Assists customers with requests and works to resolve complaints as they relate to meter operations and usage, as necessary.
- Assists the Business Office Department and office staff in relation to meter operations and usage.
- Accurately completes service orders, data entry and research associated with meter accounts daily.
- Reports any water system leak repairs for review and scheduling with the Operations Superintendent.
- Provides support for utility locates.
- Provides support with all interconnects.
- Assists the Water Operations department in completion of any / all projects when assistance is needed.
- Provides back-up coverage in the department.
- Complies with the Water Operations cleaning schedule.
- Ensures that the uniforms provided will be worn, unaltered, fitted, and clean for each workday.
- Other duties as required and necessary to ensure the success of the organization.

Supervisory duties:

- Acts in a lead capacity by assisting department management with scheduling, prioritizing, and coordinating work assignments, providing basic training, and reviewing the work of Meter Technician I positions. Acts as the escalation point for customers in areas of technical expertise.
- Lead capacity duties do not include the direct management of members of the Field Services crew, the responsibilities of interviewing, and hiring employees, directing work, including goal and direction setting, appraising performance, rewarding, and disciplining employees, addressing complaints, and resolving problems in accordance with the organization's policies and applicable laws.

Knowledge, skills and abilities:

- Ability to consistently promote, support, work, and act with an expectation of agency in a manner in support of the District's mission, vision and values.
- Displays competent accountability of work vehicle, tools and equipment related to the job.
- Ability to comprehend, learn and understand the basics of a water distribution systems.
- Knowledge of basic math with the ability to troubleshoot and problem solve.
- Ability to learn specialized software and operate handheld reading devices.
- Ability to communicate effectively with customers, co-workers, and supervisory staff verbally or in writing.
- Knowledge of hand and power tool operations with a safety conscious attitude.
- Ability and maturity to perform assigned tasks unsupervised throughout an eight (8) hour day.
- Ability to obtain and maintain water distribution certification and/or commercial driver's license as deemed necessary to support the success of the organization.
- Ability to participate in on-call rotation or after-hours emergency support as required.

Additional Requirements/Licenses/Certifications:

- Must have reliable transportation.
- Must have a valid driver's license.
- Current Colorado State Water Distribution certification may be required.
- Current Colorado Commercial Driver's License (CDL) may be required.

Material and equipment directly used:

- Telephone, computer, two-way radio, cell phone, operations power and hand tools provided and fleet vehicles.
- Microsoft Office software.

Physical Activities:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

- While performing the duties of this job, the employee is regularly required to talk or hear. May involve climbing ladders, stairs, steps, and traversing catwalk grating, pushing, pulling, bending, stooping and kneeling on a frequent basis and working in confined space and manual dexterity required to complete work tasks through safe and proper operation of power and hand tools, and motor vehicles.
- Specific vision abilities required by this job include close vision, distance vision, color vision, and ability to adjust focus.
- Strenuous physical work. Heavy lifting, pushing, or pulling of objects up to 35 pounds frequently and 75 pounds occasionally.

Education:

- High School Diploma or General Education Diploma (GED) equivalent is required.

Experience:

- A minimum of three (3) years of related utility experience preferred.
- Safety training related to the industry and knowledge of Microsoft Office is required.
- An equivalent combination of education and experience may be substituted on a year for year basis.

Working environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.

- Work may be performed in an inside or outside environment during all types of temperatures, weather conditions and all times of day while being exposed to excessive noise from machines. Snowy, wet, and muddy conditions will exist. Work may be done in confined or cramped spaces.
- Regular and long-term exposure to work areas containing toxic/caustic chemicals; extreme conditions such as hot/cold; sharp hazards; dust/fumes/gasses; electrical shock; moving mechanical parts; high pitched and/or constant loud noise; communicable diseases.
- Work may involve assisting with performing sampling, calibration of equipment and process instruments calibration / maintenance often in difficult areas.
- Ability to use gas monitoring equipment, safety tripod and harness and any other required safety equipment for entering both high and low hazard confined spaces for either plant.
- Personal Protective Equipment (PPE) required including cold weather gear, eye protection, gloves, and provided uniform.
- A clean and safety-conscientious environment required while employed.
- Work may involve long hours and overtime during holidays, weekends, and evenings.
- Subject to call-back work and incumbent must be able to respond to emergency.
- May be required to rotate on-call responsibilities.

Passing pre-employment screening will be required prior to the start of employment.

I have read this Job Description, asked for clarification of any items that are unclear to me, and agree to fulfill my duties as outlined. I understand that this is not all-inclusive, and that I will be responsible for performing other duties as assigned. I understand that this does not constitute a contract of employment and that either the company or I may terminate my employment at will, with or without cause.

Printed Name

Date

Signature