

WATER TECHNICIAN

GENERAL DESCRIPTION:

Performs intermediate field and clerical work in reading meters and recording consumption. The primary responsibility of positions in this class is the accurate reading and recording of water consumption for utility customers. The work includes maintaining records on standard forms to ensure proper billing. Duties include reading meters through the AMR system and assisting with the programming and installation of new digital meters. Employees follow designated routes, receive specific work instructions, and refer questions and concerns to the Water Quality Supervisor.

ESSENTIAL FUNCTIONS OF THE JOB:

- Reads water meters through the AMR system using a computer on assigned routes.
- Inspects meters to ensure they are functioning properly.
- Troubleshoots issues with water meters or the AMR computer system.
- Connects and disconnects water meters and transfers water service.
- Performs meter maintenance, including checking meter boxes for damage or obstructions and maintaining water meters.
- Locates and marks water meters.
- Conducts cut-off procedures for non-payment accounts, including locking and occasionally pulling meters.
- Performs meter checks and re-reads as needed.
- Walks for extended periods.
- Addresses customer questions and concerns.
- Installs and removes water meters.
- Performs related tasks as required.
- Performs occasional office and administrative duties, including data entry, customer service, record maintenance, filing, and processing meter-related documentation.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES:

Thorough working knowledge of the geography and street locations within the Town of Jonesborough and Washington County service area. Ability to write legibly and perform simple arithmetic calculations quickly and accurately. Basic computer knowledge and the ability to operate computer equipment. Ability to establish and maintain effective working relationships with the public. Good health and physical condition sufficient to permit extended walking under varying climatic conditions.

ACCEPTABLE EXPERIENCE AND TRAINING:

Must possess a high school diploma or GED. Must possess a valid Tennessee Driver's License. Basic computer skills are required. Some experience working with or around a water system is preferred, or any equivalent combination of experience and training that provides the required knowledge, skills, and abilities.

OTHER REQUISITES:

Working hours may vary according to workload demands. From time to time, the employee may be assigned special duties by a supervisor or, on a temporary basis, may be asked to assist other employees occupying different positions. Employees in this classification may be required to work overtime, weekends, and holidays and may be placed on an on-call rotation.

PHYSICAL REQUIREMENTS:

This position involves the regular and, at times, sustained performance of physically demanding tasks, including walking over rough or uneven surfaces, bending, stooping, and working in confined spaces. Duties may include lifting and carrying moderately heavy items (20–50 pounds) and operating gasoline-, electric, or diesel-powered machinery or shop equipment requiring the manipulation of multiple controls and fine adjustments.

ENVIRONMENTAL REQUIREMENTS:

This position may require frequent exposure to adverse environmental conditions.

SENSORY REQUIREMENTS:

This position may require color perception and discrimination. Duties may involve extended viewing of computer screens. Strong oral communication skills are required.

REASONABLE ACCOMMODATION(S):

Reasonable accommodations, when needed, will be provided to enable employees to perform the essential functions of the position without posing a direct threat to the health or safety of themselves or others in the workplace.