



JOB DESCRIPTION

Title	Meter Technician/Clerk	Pay Grade	06 Inside
Department	Finance	Location	Municipal Hall
Supervisor	Director of Finance	Reviewed	January 2021

Nature and Scope of Work

Reporting to the Director of Finance, the Meter Technician/Clerk is responsible for collecting meter consumption data, maintaining meter inventory, repairing, and replacing meters, preparing monthly agricultural irrigation consumption reports and responding to utility inquiries. The Meter Technician/Clerk is also responsible for responding to general public inquiries, assisting customers with completing various forms and acting as a public service representative for the District to ensure the general public and customers are provided responsive service, which includes troubleshooting meter issues.

Duties

1. Perform monthly electric and water meter readings, including downloading and uploading data from the District's financial software onto the meter reading devices.
2. Troubleshoot and perform repairs and replacement of meters, including arranging site visit appointments with property owners.
3. Maintain meter inventory by ordering meters, updating meter inventory database, inputting meter receptacle identification data to ensure meter data is accurately recorded and track warranty returns.
4. Prepare monthly agricultural water consumption reports and posting onto the District's website. Review agricultural water consumption reports to identify irregular consumption and possible broken water meters requiring replacement or repair.
5. Receive requests, in person and in writing, for "move-in and move-outs" as well as account terminations for electrical and water accounts. Complete relevant forms, perform reads on appropriate dates and update property owner accounts in the District's financial software.
6. Compose correspondence as required.
7. Assist Utility Clerk in answering customer inquiries concerning utility bills, investigating complaints, aiding with the District's leak detection program, and calculating required adjustments.
8. Assist Utility Clerk with monthly utility billing processes. Provide coverage for the Utility Clerk.
9. Perform any other duties, as reasonably directed.

Required Skills and Knowledge

1. Practical knowledge and experience of water metering programs, including knowledge of plumbing and pipefitting practices including the use of related tools.
2. Possess strong customer service and inter-personal skills, exercising courtesy and tact in the exchange of routine information with members of the public.
3. Ability to maintain accurate records and exercise effective written communications.
4. Proficient with Microsoft Office Suite, with emphasis on detailed excel spreadsheet and email applications. Additionally, proficient with computers and other office equipment, including aptitude and eagerness to learn new computer tasks on specialty billing and accounting software. Experience with Vadim is an asset.
5. Ability to work independently and as part of team, exercise sound judgement, work effectively under pressure and tight timelines.
6. Good physical condition to be able to perform site inspections and undertake water meter repairs and replacements.

Required Qualifications

1. Graduation Senior Secondary Grade 12.
2. 2 years' experience in installation, repair and maintenance of meters or in a related field.
3. Willingness and ability to obtain meter training and certification.
4. Experience with electric and water meter reading hardware and software is an asset.
5. Confined Space Awareness Training is an asset.
6. Ability to pass and maintain a Police Information Check.
7. Valid Class 5 BC Driver's License.

Remuneration and Hours of Work

1. Remuneration in accordance with Schedule 'A' of the CUPE, Local 1136, Collective Agreement.
2. Hours of work are 35 hours per week, Tuesday to Saturday.