

CITY OF ST. LOUIS CLASSIFICATION SPECIFICATION

CLASSIFICATION

TITLE: Water Meter Worker

CLASS CODE: 3521

GENERAL DESCRIPTION OF DUTIES:

Incumbents in this classification perform customer service duties for the Water Division by reading water meters and collecting bills and fees.

DISTINGUISHING CHARACTERISTICS:

This is a journey-level customer service classification in the Water System Maintenance Series – Water Meter Group job family within the City of St. Louis. Incumbents within this classification perform routine duties with a limited variety of related tasks. The distinguishing characteristics for this classification within the series include reading, recording, and assessing water meter information.

Incumbents work under general supervision. While workers require some supervision in most assignments, they are free to develop their own work sequences within established procedures, methods and policies. They are generally subject to periodic supervisory checks.

EXAMPLES OF WORK (Illustrative Only):

(The list of duties is intended to be representative of the duties performed in positions within this classification. It does not include all the duties that may be assigned to a position and is not necessarily descriptive of any one position in this class.)

Travels to customer premises and reads water meters on a daily basis; verifies meter readings for unique circumstances.

Examines customer premises for interior leaks.

Shuts water off and restores water service.

Collects water bills and fees from customers; delivers delinquent bill notices.

Verifies contractor compliance with city service line program; verifies new taps and lines are not leaking.

Gathers needed information; notifies proper personnel of leaks, non-compliance or accidents.

Resolves disputes arising from irate customers.

Performs other duties as assigned.

KNOWLEDGE, SKILLS AND ABILITIES:

Data Utilization:

Requires the ability to process, calculate, compute, summate, and/or tabulate data and/or information. Includes the ability to perform subsequent action in relation to these computational operations.

Human Interaction:

Requires the ability to explain, demonstrate and clarify to others within well-established policies, procedures and standards. Ability to follow specific instructions and respond to simple requests from others.

Equipment, Machinery, Tools and Materials Use:

Requires the ability to operate, maneuver and/or provide simple but continuous adjustment on equipment, machinery and tools such as a motor vehicle, sump pump, metal detector and/or materials used in performing essential functions.

Verbal Aptitude:

Requires the ability to utilize a wide variety of reference and descriptive data and information such as work orders, street guides, correspondence and general operating manuals.

Mathematical Aptitude:

Requires the ability to perform addition, subtraction, multiplication and division.

Functional Reasoning:

Requires the ability to carry out instructions furnished in written, oral or diagram form. Involves semi-routine standardized work, with some latitude for independent judgment regarding choices of action.

Situational Reasoning:

Requires the ability to exercise the judgment, decisiveness and creativity in situations involving a variety of generally pre-defined duties that may be subject to frequent change.

Environmental Factors:

Tasks may risk exposure to adverse environmental conditions, such as dirt, dust, pollen, odors, wetness, humidity, rain, fumes, temperature and noise extremes, machinery, vibrations, electric currents, traffic hazards, animals/wildlife, toxic/poisonous agents, irate individuals or disease.

Physical Requirements:

Requires the ability to lift, carry, push, and pull moderately heavy objects and materials, up to fifty (50) pounds, such as a meter box lid or pump.

Tasks involve the regular and, at times, sustained performance of moderately physically demanding work, typically involving some combination of climbing and balancing, stooping, kneeling, crouching and crawling in order to perform duties.

Sensory Requirements:

Requires the ability to recognize and identify individual characteristics of colors, sounds, and odors associated with job-related objects, materials and tasks, such as hearing running water and smelling foul air.

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