



Town of Saugus

Human Resources
298 Central Street
Saugus, Massachusetts 01906
Telephone: (781) 231-4126 Fax: (781) 231-5666



Job Posting

Job Title: Meter Reader Technician

Location: Town of Saugus

Schedule: Monday to Friday

Pay Range: (Union Scale): \$50,942.59 - \$57,820.06

Summary of Position Responsibilities:

Applications are being accepted for a full-time Meter Reader Technician in the Treasurer/Collector's Office. This position reads and records utility service meters; enters data and retrieves information into and from a computer database; test and repairs all sizes of water meters; installs and replaces meters in the field, and provides technical support to the Utility Billing and Meter Operations Manager and Water Foreman. All other duties as directed.

Qualifications:

The incumbent must possess a thorough knowledge of operational characteristics, services and activities of a municipal utility. Knowledge of Automatic Meter Reading (AMR) or Advanced Metering Infrastructure (AMI) systems preferred. Knowledge of operation and adjustments of residential, commercial and industrial water meters. Knowledge of methods and techniques of meter calibration. The ability to test, diagnose, and calibrate water meters. The ability to understand and follow oral and written instructions.

Preferred Qualifications:

Bachelor's degree and additional specialized training in utility meters and associated usage recordkeeping systems, plus at least 1 year of related experience preferred; or any equivalent combination of training and experience

Open Date:

Open until filled

Application:

Please e-mail all cover letters/resumes to Human Resources Manager, Gabriela Lagattolla at HR@saugus-ma.gov.



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Meter Reader Technician

GENERAL PURPOSE

This position reads and records utility service meters; enters data and retrieves information into and from a computer database; test and repairs all sizes of water meters; installs and replaces meters in the field, and provides technical support to the Utility Billing and Meter Operations Managers and Water Foreman.

SUPERVISION RECEIVED

Works under the general supervision of the Utility Billing and Meter Operations Manager and Treasure/Collector.

SUPERVISION EXERCISED

None

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Installation of water meter on non-working meters being replaced
- Performs on-site inspections and reads water meters using a hand-held computer device; downloads readings to PC and central database in preparation of billing process; makes necessary adjustments to meters as appropriate; removes and replaces meters in the field.
- Monitors readings; retrieves information from computer to verify readings and analyze the history of usage to respond to customers' inquiries and complaints.
- Provides support to Utility Billing and Treasurer Collector staff concerning water meter billing inquiries; assists in verifying billings and records.
- Monitors and ensures proper operation and calibration of meters in a drive-by Automatic Meter Reading (AMR) or Advanced Metering Infrastructure (AMI).
- Follows established preventative maintenance schedule for meters and equipment used in the assigned area of responsibility; inspects tools regularly; cleans and maintains equipment; maintains the vehicle assigned.
- Provides effective and efficient customer service and promotes and maintains responsive community relations.
- Follow safe work practices.
- Perform all other duties as directed.

QUALIFICATIONS

Experience and Training Guidelines

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience:

Bachelor's degree and addition specialized training in utility meters and associated usage recordkeeping systems, plus at least 1 year of related experience preferred; or any equivalent combination of training and experience which provides the following knowledge, ability and skills:

Knowledge of:

- Automatic Meter Reading (AMR) or Advanced Metering Infrastructure (AMI) preferred.
- Operation and adjustment of residential, commercial and industrial water meters.
- Methods and techniques of meter calibration.
- Applicable Departmental policies, procedures and practices.
- Use of standard office equipment, computer and relevant software applications, hand-held recording devices, and applicable to current meter reading technology.

Ability to:

- Test, diagnose, and calibrate water meters.
- Utilize appropriate tools in performing meter repairs and installation.
- Work independently with minimal supervision.
- Understand and follow oral and written instructions.
- Communicate efficiently and courteously with the general public and fellow employees.
- Establish and maintain effective working relationships with supervisors, coworkers, residents, and the general public.

Skill in:

- The operation of vehicles, specialized equipment, machinery and tools used in assigned operations.

Necessary Special Requirements:

- Employee must possession a valid driver's license.

PHYSICAL DEMANDS

The physical demand described here are representative of those that must be met by an employee to successfully perform the essential functions of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Work is performed mostly outdoors; hand-eye coordination is necessary to operate tools, vehicles and various types of construction equipment.
- Specific vision abilities required by this job include close vision, prolonged visual concentration and the ability to adjust focus.
- While performing the duties of this job, the employee is frequently required to sit, stand, walk, talk and hear; use hands and fingers to handle, feel, or operate objects, tools, or controls and reach with hands and arms.
- The employee is frequently required to bend, climb, balance, stoop, kneel, crouch, or crawl.
- The employee may frequently be exposed to adverse weather and other unpleasant conditions such as heat, cold, wetness and humidity; dim or bright lights, dust, odors, noise, vibrations and heavy machinery.
- The employee must frequently lift and/or move in excess of 50 pounds.