



IVGID Job Announcement

IVGID is currently accepting applications for a **Meter Technician I-II**. This is a full time, year round, non-exempt position with the Public Works team.

Compensation: \$29.70 - \$35.64 per hour DOE/DOQ Tech. I
\$32.55 - \$39.06 per hour DOE/DOQ Tech. II
(listed min. to mid. of range)

Benefits: Medical, Dental, Vision, Prescription insurance
Short-Term/Long-Term Disability insurance
Deferred Comp (457b) and Pension (401a) Retirement Plans
Section 125 Flexible Spending Plans
Vacation & Sick Leave
Eleven paid holidays
Recreation & Food Discount privileges

How to Apply: Create a profile, submit online application (attach resume) at www.yourtahoeplace.com/jobs
In-person drop-off application (with resume) to Human Resources at 893 Southwood Blvd,
Incline Village, NV 89451. Regular Hours: M-TH, 8am – 5pm or FRI, 8am – 4pm (PST).
jobs@yourtahoeplace.com 775-832-1100

Deadline to Apply: Open Until Filled
We are an Equal Opportunity Employer

Date Posted: 08/17/23

SUMMARY

Reads all District water meters, analyzes meter read reports, provides customer service and assistance in resolving customer inquiries and complaints, and works with Utility billing staff to properly bill and/or correct billing issues by performing the following duties.

ESSENTIAL DUTIES AND RESPONSIBILITIES, not necessarily in order of priority, include the following. Assigned job tasks/duties are not limited to the essential functions.

Technician I (more direct supervision provided at this level):

1. Provides excellent customer service to customers and business partners.
2. Drives District vehicle on established route taking water meter reads using a computerized system; downloads data information and uploads into billing software; performs read verifications and uses manual methods as needed. Analyzes meter reports to determine water leaks, high and low consumption, zero read analysis, correct transponder operation, missed reads, rollovers, correct multiplier application, and water theft.
3. Inspects meters, transponders, registers, and meter boxes for defects or damage. Repairs transponders and registers as needed; reporting damaged meters and meter boxes to Pipeline for repair to ensure proper equipment storage and maintenance.
4. Accurately updates and manages AMR and billing software with Meter Change data. Assigns route sequence numbers to meters, and distributes and files Meter Change forms for reference.
5. Responds to service calls, including meter re-reads, meter turn on/offs, leak investigations, high water use issues and emergencies, as assigned. Needs to be adaptable to shift change to meet meter reading and department requirements.
6. Posts notifications at physical customer location; turning off water service for nonpayment, leaks or at customer request and turns on water service as assigned.

7. Investigates cases of illegal water use and illegal water connections and similar violations.
8. Cleans meter boxes, clears debris, and installs meter stakes to ensure water meters are accessible during emergencies.
9. Keeps meter reading vehicle in clean condition and stocked with parts and supplies to meet work assignments. Promptly reports vehicle maintenance issues to the Fleet Department.
10. Follows safety procedures and guidelines.

Technician II (General supervision is provided with a greater level of independent decision-making):
In addition to the level I duties, the level II performs the following:

1. Responds to customer inquiries and provides information in-person or written regarding field inspections, water audits and water efficiency issues.
2. Perform indoor customer water audits by conducting field inspections and tests, calculating flow rates and instructing customers on water efficiency, as well as identifying sources of high water use on their property.
3. Performs meter testing and installation on small meters without supervision.
4. Prepares and analyzes meter and water use reports.
5. Trains other employees in meter reading and related duties.

SUPERVISORY RESPONSIBILITIES

This job has no supervisory responsibilities.

QUALIFICATIONS To perform this job successfully, an individual must be qualified to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION and/or EXPERIENCE

Technician I: High school diploma or GED and three years of administrative, accounting or other related experience; or equivalent combination of education and experience. One year successful experience working with water systems and good computer skills required.

Technician II: High school diploma or GED and three years of administrative, accounting or other related experience; or equivalent combination of education and experience. Two years successful employment as a Meter Technician I and good computer skills required. Knowledge and understanding of all aspects of domestic plumbing, including identification and troubleshooting of water leak(s) and confirmation that leak(s) have stopped.

COMPREHENSION/COMMUNICATION SKILLS

Ability to read and analyze instructions, correspondence and technical documents. Ability to write basic correspondence and reports. Ability to respond to common inquiries or complaints from customers or members of the business community. Ability to effectively present information in one-on-one and small group situations to customers and employees of the organization.

Effective communication skills required to participate in peer evaluations and feedback process used in all aspects of work environment (i.e., staff meetings, training, merit increases, evaluations, disciplinary actions, etc.)

MATHEMATICAL SKILLS

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent.

REASONING ABILITY

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form. Ability to exercise individual judgement and take prompt and decisive action when urgent situations arise.

CERTIFICATES, LICENSES, REGISTRATIONS

Technician I: Valid Driver's License. Ability to obtain Grade I Water Distribution certification from the American Water Works Association (AWWA) or State of Nevada within one year from date of employment. It is the employee's responsibility to maintain all required certifications and licenses and to report any changes to the supervisor.

Technician II: In addition to the level I, must possess Grade I Water Use Efficiency Practitioner certification from the American Water Works Association CA/NV Section (AWWA). May consider a Grade II Water Distribution in lieu of Water Use Efficiency Practitioner.

OTHER SKILLS OR ABILITIES

Ability to work independently and to work in a self-directed team environment. Must be self-motivated and show a high level of initiative. Very good customer service, organizational and customer service skills; ability to deal courteously and efficiently with the public. Good computer skills for AMR system, billing software, Microsoft Outlook, and spreadsheet applications; ability to present a composed and friendly presence; ability to deal with changing circumstances in a positive manner; ability to maintain composure when dealing with irate customer; possess attention to detail and able to prioritize work to meet schedules and deadlines. Must be available to work overtime as required.

PHYSICAL DEMANDS 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. In compliance with applicable disability laws, reasonable accommodations may be provided for qualified individuals with a disability who require and request such accommodations. Applicants and incumbents are encouraged to discuss potential accommodations with the employer.

Must be willing to work in a variety of weather conditions and where hostile dogs and people may be encountered. While performing the duties of this job, the employee is regularly required to stand; walk; use hands to finger, handle, or feel; reach with hands and arms; climb or balance; stoop, kneel, crouch, or crawl; talk or hear; and taste or smell. The employee is frequently required to sit. The employee must regularly lift and/or move up to 50 pounds, frequently lift and/or move up to 100 pounds, and occasionally lift and/or move more than 100 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

WORK ENVIRONMENT The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly exposed to fumes or airborne particles and outside weather conditions. The employee is frequently exposed to moving mechanical parts and high, precarious places. The employee is occasionally exposed to toxic or caustic chemicals and risk of electrical shock. The employee frequently works in confined space and is regularly exposed to insects, rodents and domestic animals. May be exposed to blood-borne pathogens. The noise level in the environment is usually moderate.