

JOB DESCRIPTION

JOB TITLE: Utilities Meter Technician

FLSA: Non-Exempt

DEPARTMENT: Meters / AMR

GRADE:

REPORTS TO: IT/GIS Manager

DATE: 12/17/2025

SUMMARY OF JOB PURPOSE:

Responsible for performing specialized duties in relation to water meter maintenance & reading, customer service work orders, Utility billing processes and water conservation.

ESSENTIAL FUNCTIONS:

This class specification lists the major duties and requirements of the job and is not all-inclusive. Incumbent(s) may be expected to perform job-related duties other than those contained in this document and may be required to have specific job-related knowledge and skills.

- Reads and records consumption of residential and commercial water meters with mobile and hand-held reading devices and manual reads; verifies that readings are within parameters and troubleshoots problems related to meters and reading equipment.
- Installs, repairs, and inspects water meters, meter pits and meter reading equipment, valves, pressure regulators, and flow testing meters; and trains other staff members in all aspects of the job.
- Responds to customer service requests, not limited to: connections, disconnects, rereading meters, checking for leaks, etc. and may be required to respond to emergency callouts or assist the operation crews with system repairs.
- Posts notices at physical locations regarding billing, customer information, encroachment issues and perform work required to keep meter pits accessible.
- Ensures proper inventory of meter-related equipment and parts; notifies inventory manager of needed supplies as required.
- Maintains records of work performed and materials used.

This job description indicates, in general, the nature and levels of work, knowledge, skills, abilities and other essential functions (as covered under the Americans with Disabilities Act) expected of the incumbent. It is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities required of the incumbent. Incumbent may be asked to perform other duties as required.

- Contributes to the efficiency and effectiveness of the unit's service to its customers by offering suggestions and directing or participating as an active member of a team.
- Represents PAWSD with dignity, integrity, and a spirit of cooperation in all relationships with staff and the public.

QUALIFICATIONS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

Education and Experience:

High School Diploma/GED; AND two (2) years of customer service experience; OR an equivalent combination of education, training, and experience.

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UTILITIES METER TECHNICIAN

Required Knowledge and Skills:

Knowledge of:

- Meter services rules, regulations, policies, and operating procedures including water conservation and identifying sources of high-water use.
- Meter equipment used by Pagosa Area Water.
- Basic mathematics with a focus on water flow and metering.
- Safe work methods and safety regulations while performing maintenance work.
- Record keeping practices of work performed.
- Computer applications related to the work with a focus on meter reading, work order management system, charts & graphs and word documents.
- Techniques for dealing with angry individuals and persons from various socio-economic, ethnic and cultural backgrounds.

Skill in:

- Identifying and resolving operational, technical, and procedural problems and communicating effectively verbally and in writing.
- Preparing clear and concise written reports.

Safely operate an assortment of measurement tools and equipment.

- Using computers, associated software packages, and electronic meter reading equipment.
- Safely driving a variety of light duty vehicles.
- Reading and interpreting manuals, specifications and troubleshooting metering equipment.
- Understanding and following oral and written directions.
- Estimating necessary materials and equipment to complete assignments and meet the needs of small to medium sized CIP or maintenance projects.

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- Using initiative and independent judgment within established procedural guidelines.
- Contributing effectively to the accomplishment of team or work unit goals, objectives and activities.

REQUIRED CERTIFICATES, LICENSES, AND REGISTRATIONS:

Continued employment is contingent upon all required licenses and certificates being maintained in active status without suspension or revocation. Classification

Utilities Meter Technician

Minimum Requirements

Valid Colorado Driver's License.

Within 15 days of employment:

Within 1 year of employment:

- Colorado Water Distribution Operator Grade I certificate.

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PHYSICAL DEMANDS & WORKING ENVIRONMENT:

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

Strength and mobility to work in a typical field setting, including operating hand and power tools; stamina to perform sustained physical labor, including standing, walking, climbing and working in confined or awkward spaces; strength to lift and maneuver materials and equipment weighing up to 50 pounds with proper equipment; vision to read printed materials and computer screens; and hearing and speech to communicate in person or over a radio or telephone.

Work is subject to exposure to frequent travel, extreme weather conditions, hazardous chemicals, dust and noxious odors.

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