

# Meter Services Technician

Position Snapshot	
District	East Central Special Utility District
Department	Customer Service / Meter Services
Reports To	Meter Services Supervisor
FLSA Status	Non-Exempt (hourly)
Position Type	Single position series with three classes (see below)

## Position Summary

The Meter Services Technician performs field work related to water meter installation, change-outs, testing, service turn-ons and turn-offs, troubleshooting, meter box and lid maintenance, radio or endpoint device support, and related customer service field assignments. The position works under the direction of the Meter Services Supervisor and keeps meters functioning properly, completes service orders accurately, maintains current field records, and supports reliable customer service and accurate billing. It coordinates with customer service, billing, operations, contractors, developers, and other District staff as needed to complete assigned work safely, accurately, and on time.

## Position Classification

The Meter Services Technician is a single position series that may be filled at one of three classes: Meter Services Technician I, Meter Services Technician II, or Senior Meter Services Technician. The class is based on the employee's qualifications, assigned responsibilities, technical skills, level of independence, and District needs. The existence of multiple classes does not create a separate position for each class. Placement within the series and movement between classes are governed by the District's Classification and Compensation Administration Policy and are based on demonstrated performance rather than length of service.

## Essential Duties and Responsibilities

- Performs meter installations, exchanges, repairs, testing support, and related field work on residential and small commercial water meters.
- Performs service turn-ons, turn-offs, reconnects, and other service order work as assigned and in accordance with District procedures.

- Inspects meters, setters, boxes, lids, valves, and radio or endpoint devices to identify damage, wear, inaccurate registration, communication problems, leaks, or access issues.
- Troubleshoots routine meter, endpoint, and service-related issues in the field and documents findings for follow-up, repair, or escalation.
- Assists with investigation of unusually high or low consumption, suspected meter problems, leaks, tampering concerns, and other customer service field issues.
- Reads meters manually as needed to support billing accuracy, service verification, final reads, and follow-up on non-communicating or inaccessible meters.
- Maintains accurate field documentation for meter numbers, readings, installations, exchanges, test results, endpoint information, service order completion, and other assigned records.
- Uses handheld devices, work order systems, maps, and related field technology to receive assignments, record work performed and communicate status updates.
- Maintains assigned tools, equipment, vehicles, and materials in safe and serviceable condition.
- Assists with inventory handling for meters, boxes, lids, setters, radio or endpoint devices, fittings, and related field materials.
- Identifies and reports unsafe conditions, damaged facilities, water leaks, unauthorized use, and other field issues that require follow-up.
- Communicates professionally with customers in the field regarding service orders, meter access, basic meter concerns, and work being performed.
- Coordinates with the Meter Services Supervisor and other authorized staff on priorities, incomplete work, unusual conditions, customer concerns, and items needing escalation.
- May assist with after-hours or emergency field response for service restoration, urgent meter issues, or operational needs as assigned.
- Performs other duties as assigned to support the overall operations of the District.

**Scope note:** This position performs assigned meter services work but does not independently establish billing policy, account policy, or other matters reserved to management or authorized District personnel.

## Minimum Qualifications

---

- High school diploma or GED.
- Valid Texas driver's license and an insurable driving record.

## Preferred Qualifications

---

- One or more years of utility field, meter services, construction, maintenance, plumbing, public works, or closely related experience.
- Experience working for a water utility, municipality, special utility district, or similar organization.
- Experience with water meter installation, replacement, repair, testing support, service orders, or meter box maintenance.

- Experience with radio read, AMR, or AMI endpoint devices and related field troubleshooting.
- Experience using handheld field devices, work order systems, maps, or utility service records.
- Experience responding to customer concerns involving service activation, meter access, or unusual usage.
- Basic knowledge of water distribution components, service lines, valves, and meter assemblies.
- TCEQ water system operation or distribution certification (helpful, not required unless assigned by the District).

## Knowledge, Skills, and Abilities

---

- Knowledge of basic meter installation, meter maintenance, service connection, and field utility work practices.
- Knowledge of safe work practices applicable to meter services and utility field operations.
- Ability to perform physical field work in outdoor conditions and around traffic, construction areas, meter boxes, and service connections.
- Ability to identify routine meter and endpoint problems and take appropriate corrective action or report them accurately.
- Ability to maintain accurate work records, meter information, and service order documentation.
- Ability to use handheld devices, work order systems, basic maps, email, and related software or field technology.
- Ability to communicate clearly and professionally with supervisors, coworkers, customers, and other departments.
- Ability to work independently on assigned field routes or service orders while following District procedures and escalation expectations.
- Ability to learn District service practices, meter standards, and customer service expectations.
- Ability to organize field work, complete assigned tasks on time, and respond appropriately to changing priorities.

## Working Conditions

---

- Work is performed primarily in the field with regular exposure to outdoor weather, uneven terrain, traffic areas, confined meter spaces, construction sites, and active utility service locations.
- Position requires driving, walking, standing, bending, kneeling, lifting, digging, and use of hand tools and equipment associated with meter services work.
- Position may require overtime, on-call work, or response outside normal business hours for urgent service needs or emergency conditions. As a non-exempt position, all hours worked, including after-hours and qualifying on-call time, are compensable.

## Disclaimer

---

This job description describes the general nature and level of work performed by employees in this position. It is not an exhaustive list of all duties, responsibilities, and qualifications. The District may revise this description at any time to reflect operational, compensation, or organizational needs. This document does not constitute a contract of employment.