



Department: Customer Service
Prepared By: Jason Peterson

FLSA Status: Non-Exempt
Prepared Date: April 4, 2025

JOB TITLE: Meter Reader II

SUMMARY:

The Meter Reader II supports billing and customer service daily and conducts general facility tasks as needed. This employee interacts with customers and internal departments while performing duties in both an office and field setting.

ESSENTIAL DUTIES AND RESPONSIBILITIES LISTED BY PRIORITY/FREQUENCY:

- Read or replace non-communicating water meters identified by billing with handheld devices, read software and manually, on a weekly basis.
- Examine water meters for signs of tampering. Report and replace inoperative, leaking, malfunctioning or damaged meters and registers.
- Partner with billing to analyze and troubleshoot abnormal meter reads weekly.
- Respond to customer water leak inquiries by means of phone calls/in person follow up.
- Process daily service orders for customer service for both water and electric meters. This involves water shut off/turn on and remote system connect/disconnect of electric meters.
- Review inactive or zero read meters quarterly or as billing requires.
- Ensure the city GIS mapping system is updated with new services and meter locations.
- Ongoing meter box maintenance to provide accessibility to and inside the meter box, including removing all debris for city use and customers.
- Maintain water meter inventory at Public Works warehouse.
- Deliver and post notices for billing, customer service and city clerks office as needed.
- Collection of daily mail from post office and postage machine maintenance.
- Maintains, inspects and signs off on fire extinguishers at City Hall, Library, Community Center, and Law Enforcement Center on a monthly basis.
- Assist as needed with preparation and clean-up of community center and other conference rooms for meetings.
- Perform City Hall and Community Center facility maintenance tasks as assigned.
- Assist Public Works upon request.
- Weekly cleaning/restocking of city work truck.
- Reports hazardous, unsanitary, or other conditions requiring attention.
- Practice safe work habits considering environmental, equipment and access conditions.
- Perform related tasks as assigned.



MINIMUM QUALIFICATIONS, EDUCATION, AND EXPERIENCE:

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

- High school diploma or general education degree (GED); one year related experience and/or training; or equivalent combination of education and experience.

PREFERRED QUALIFICATIONS AND EXPERIENCE:

- Possess knowledge of basic operations of municipal water utilities.
- Knowledge of basic operating principles of water meters.
- Knowledge of basic practices, methods, and tools used in the maintenance, repair and testing of water meters.
- Understand municipal laws and regulations regarding customer's use of utility services of the City of Shasta Lake.
- General knowledge of the geography of the City.
- Perform math calculations quickly and accurately. Understand and follow oral and written instructions. Ability to operate a computer and utility software.
- Ability to work with Microsoft Office.

REQUIRED CERTIFICATES, LICENSES, REGISTRATIONS:

- Valid California driver's license.
- Possession of a California State Water Resources Control Board Distribution Certificate Grade D2 or the ability to obtain one within a year.

Every individual holding this position must possess and maintain all certificates, licenses and registrations required by law at the current time or in the future.

PHYSICAL DEMANDS:

- Sitting, standing, stooping, walking, climbing, grasping, lifting, manual dexterity, clear speech, clear hearing, clear seeing and driving.
- Required to climb or balance and perform work that involves lifting, pushing, and/or pulling objects up to approximately 50 pounds.
- The physical demands described here are representative of those that an employee must meet to perform the essential functions of this job successfully. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.



WORK ENVIRONMENT:

- Works in both inside and outside environmental conditions.
- Verbal, face-to-face contact, email, and telephone.
- Occasionally exposed to inclement weather conditions.
- Works with various outside conditions that may include animals, insects, poison oak, toxins, chemicals and fire.
- Occasionally exposed to moving mechanical parts, fumes or airborne particles, and toxic or caustic chemicals.
- Noise level in the work environment is usually moderate.
- 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.