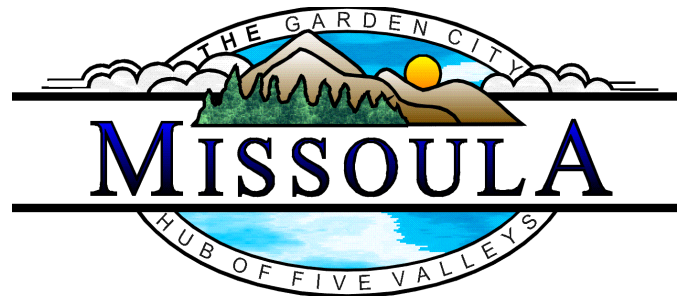


**CITY OF MISSOULA  
VACANCY NOTICE**

**METER READING  
TECHNICIAN**



**SALARY:** \$18.8716 - \$23.2662/HR DOE

**CLOSING DATE:** Tuesday, December 4th at 5:00 p.m.

**DEPARTMENT:** Missoula Water Utility Division of Public Works

**ACCOUNTABLE TO:** Superintendent of Operations

**STATUS:** Regular, full-time, non-union

**Primary Objective of the Position:**

Under general supervision, performs tasks associated with manual and automated meter reading, and customer service.

**Essential functions:**

Essential functions, as defined under the Americans with Disabilities Act, may include the following tasks, knowledge, skills, and other characteristics. This list of tasks is ILLUSTRATIVE ONLY, and is not a comprehensive listing of all functions and tasks performed by positions in this class.

Duties are generally performed outdoors where exposure to traffic and adverse weather conditions are unavoidable. May require lifting up to 50 lbs. This position may be required to climb over obstacles, such as bushes, tall grass, rocks, or concrete barriers to gain access to meters. May also be required to move obstacles obstructing view, and react to potentially hazardous situations including but not limited to dogs, insects, and others. Some duties may be performed in confined spaces.

**Tasks:**

Accurately collect meter consumption data using manual and Automated Meter Reading (AMR) system in residential and commercial locations; upload and download data using computer technology and software and integrate meter reads into the customer billing system; coordinate work activities associated with meter reading; apply technical skills to utilize Mobile Automated Computers (MAC); troubleshoot problems with meters, analyze meter accuracy, meter performance and AMR; prepare reading schedule and optimize route efficiency; track large meter consumption and abnormal consumption patterns.

Assist Customer Service department with billing problems; perform field responsibilities including service orders, special reads, customer investigations, lock-offs, 24 hour notice deliveries, meter aging analysis; installs and inspects water utility system equipment to ensure compliance with plans, construction codes, safety regulations and ordinances; use tablets and other hand-held computing devices; respond to customer service orders in homes and businesses such as meter read investigations, installations, change-outs, and repairs; interact politely with customers to respond to requests or complaints and to explain nature of problem and service performed; inspect meters for proper installation and working order; test meters using industry standard testing procedures; perform other duties as assigned.

**Knowledge, Skills and other Characteristics:**

Knowledge of municipal water operations policies and procedures;  
Knowledge of Public Works policies and procedures;  
Knowledge of meter installation, repair methods, practices, and techniques;  
Knowledge of OSHA rules and regulations;  
Knowledge of utility inspection safety policies and practices;  
Knowledge and ability to promote safe work practices and ensure compliance with City safety policies;  
Skill in reading plans, and applying construction codes, ordinances, policies, procedures, and guidelines;  
Skill in following safety guidelines and procedures;  
Skill in operating computers including, word processing, spreadsheets, databases, automated meter reading software, meter calibration equipment, and computer aided design software;  
Skill in reading maps and have the ability to navigate a route without the aid of GPS;  
Skill in having a high degree of accuracy;  
Skill and ability to communicate effectively and courteously with customers and co-workers;  
Skill and ability to understand and effectively deal with aggressive animals and confined spaces.

**Qualifications:**

A high school education or equivalent. Customer service experience is required. Two years of demonstrated experience utilizing computers and software programs is required. Two years of experience working with an automated meter reading system is desired. Two years of utility experience is desired. Demonstrated experience working with emerging technologies is desired. Previous safety training experience is desired. Requires a valid Montana driver's license or the ability to obtain one within 30 days of hire and an acceptable driving record. Must be able to work stand-by and overtime as required.

**Application Instructions:**

Apply online at [www.ci.missoula.mt.us/jobs](http://www.ci.missoula.mt.us/jobs). Cover letter and resume must accompany the application.

**\*\*An Online Skill Test Demonstrating Accuracy may be Required\*\***

**MISSOULA WATER HUMAN RESOURCES  
MICHELLE HALLEY  
1345 WEST BROADWAY  
MISSOULA, MT 59802  
PHONE: (406) 552-6744**

OFFICE HOURS: MONDAY THROUGH FRIDAY, 8:00 A.M. TO 5:00 P.M.

APPLICANTS WHO NEED ACCOMMODATION TO PARTICIPATE IN THE APPLICATION AND SELECTION PROCESS MUST MAKE SUCH A REQUEST IN WRITING. THE CITY OF MISSOULA WILL CONSIDER ANY REASONABLE ACCOMMODATION.

The City of Missoula is an equal opportunity/affirmative action employer. Veterans, women, persons of color, members of the LGBTQ community, and individuals with disabilities are strongly encouraged to apply.

**APPLICATIONS MUST BE RECEIVED BEFORE 5:00 p.m.,  
TUESDAY, DECEMBER 4TH, 2018**

**\*\*\*COVER LETTER AND RESUME MUST ACCOMPANY  
THE APPLICATION\*\*\***