**TITLE:** AMI Service Technician

**PG:** GJ

**DEPARTMENT:** Public Utilities – Gas/Water

**STATUS:** Non-exempt

**REPORTS TO:** General Supervisor – Gas/Water Distribution

**REVISION DATE:** JANUARY 2020

**PURPOSE OF POSITION:**

The purpose of this position is to perform semi-skilled work in the reading, testing, installation, programming, maintenance, removal, repair, and replacement of electronic water meters and related water and natural gas advance meter infrastructure components. May direct the work of others.

**ESSENTIAL DUTIES AND RESPONSIBILITIES:**

*The following duties are normal for this position. These are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned.*

1. Installs, repairs, and tests potable water meters.
2. Reads meters and must be able to manually read meters within assigned routes.
3. Programs and activates water and natural gas MXUs to ensure proper operation within the Sensus FlexNet system.
4. Performs customer service duties related to complaints and reported problems, such as high usage, leaks, and other flagged issues.
5. Repairs or replaces broken antenna wires, replaces antennas and MXUs.
6. Performs work related to utility service disconnection and reconnection.
7. Works service orders related to meters not communicating and stale meters.
8. Re-reads meters to verify reading.
9. Inspects water meter boxes for damage, and repairs or replaces water meter boxes and lids.
10. May be required to operate motorized equipment (valve exercisers, vacuum excavators, etc.) to complete assignments.
11. Applies protective coating to gas meters and risers.
12. Prepares records, completes service orders, and makes detailed reports.
13. Ensures safe work methods are followed and appropriate safety equipment and precautions are utilized.
14. May be required to work overtime and/or be on call; and be able to respond to emergencies within a reasonable time.
15. Runs errands, picks up supplies and materials.
16. Performs other duties as assigned.

**MINIMUM QUALIFICATIONS:**

* High School Diploma/equivalent, with one to two (1-2) years recent work experience in the construction, maintenance, or repair of water utilities or related utilities experience; or an equivalent combination of education, experience, and training.
* Must have a valid, appropriate driver’s license.

**KNOWLEDGE, SKILLS AND ABILITIES:**

* General knowledge of the tools, materials and equipment used in the installation, replacement, maintenance and repair of water meters and AMI equipment.
* General knowledge of a variety of maintenance and manual tasks involved in the installation, maintenance, repair and replacement of water meters and AMI equipment.
* General knowledge of the methods and procedures involved in the manual and electronic reading of meters.
* General knowledge of hand-held computers and meter reading equipment.
* General knowledge in the use of common hand and power tools.
* Some knowledge of the safe use and operation and preventive maintenance of common automotive and mechanical equipment.
* Ability to operate a hand-held computer.
* Ability to perform manual and semiskilled labor for extended periods, often under unfavorable weather conditions.
* Ability to establish and maintain effective and professional working relationships with vendors, staff, and governmental officials.
* Ability to prepare and maintain accurate and concise records and reports.
* Ability to understand and effectively carry out verbal and written instructions.
* Ability to communicate effectively with other members of the staff, supervisor, and the public.
* Ability to communicate in both written and verbal form.
* Ability to direct the work of others.
* Ability to develop, interpret and implement local policies and procedures; written instructions, general correspondence; Federal, State, and local regulations.
* Ability to define problems and deal with a variety of situations.
* Ability to think quickly, maintain self-control, and adapt to stressful situations.
* Ability to maintain discretion regarding business-related files, reports and conversations, within the provision of open records law and other applicable State and Federal Statutes and Regulations.
* Organizational and time management skills needed to meet deadlines.
* Must have ability to work accurately with attention to detail.
* Ability to maintain confidentiality.
* Ability to work the allocated hours of the position.

**PHYSICAL REQUIREMENTS:**

This is heavy work requiring the exertion of 100 pounds of force occasionally, up to 50 pounds of force frequently, and up to 20 pounds of force constantly to move objects, and some very heavy work requiring exertion in excess of 100 pounds of force occasionally, in excess of 50 pounds of force frequently, and in excess of 20 pounds of force constantly to move objects; work requires climbing, balancing, stooping, reaching, standing, walking, pushing, pulling, lifting, and grasping; vocal communication is required for expressing or exchanging ideas by means of the spoken word; hearing is required to perceive information at normal spoken word levels; visual acuity is required for visual inspection involving small defects and/or small parts, use of measuring devices, assembly or fabrication of parts at or within arm’s length, operation of machines, operation of motor vehicles or equipment, determining the accuracy and thoroughness of work, and observing general surroundings and activities; the worker is subject to inside and outside environmental conditions, extreme cold, extreme heat, noise, vibration, hazards, atmospheric conditions, and oils.

**WORK ENVIRONMENT:**

The employee is subject to inside and outside environmental conditions including, extreme cold, extreme heat, noise, vibration, hazards, atmospheric conditions, dust/dirt, grease/oils, fumes, airborne particles, moving parts of machinery and extreme weather conditions both hot and cold, including wetness and humidity. Risk of electric shock. Work is generally outdoors.

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***In compliance with the Americans with Disabilities Act, the City will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.***