

**OWATONNA PUBLIC UTILITIES**  
**POSITION GUIDE**

September 20, 2023

**Position Title:** Meter Serviceworker

**Department:** Information Technology  
Section: Meter Services

**FLSA Status:** Non-Exempt

Union Position Classification – IBEW Local 949- Outside Union

**Organizational Relationship:**

Reports to: Supervisor, Meter Services

Supervises: None

**Position Summary:**

Collection, transfer, and edit meter readings manually or automated from the field to billing. Inventory, install, replace, test, calibrate, and repair of all devices involved with the measurement of electricity, water, and gas. Inventory, install, replace, test, calibrate, program, and repair all devices involved with Advanced Metering Infrastructure (AMI), and customer load management units. Responds to customer service calls regarding meter issues and performs disconnection/reconnection of services due to non-payment issues.

**Essential Duties and Responsibilities:**

Responsible for the reading, installation, maintenance, testing, repair, and inventory of OPU's electric, water, and gas meters along with OPU's electric, water, and gas meter remote communications devices. This includes the ability of relighting gas appliances and the use of computerized handheld devices and PC applications. Also, will select, load, and unload route information, as well as edit and audit readings daily.

Responsible for the installation, programming, maintenance, testing, repair, and replacement of electric, water, and gas meter remote communications device including AMI devices and supporting equipment. This includes the use of computerized handheld devices and PC applications.

Installs program and maintains electronic metering used in commercial applications including modem communications and other forms of communication.

Responsible for the verification, installation, and maintenance of load management control units including programming of new units with computer software.

Responsible and accountable for wiring and testing industrial electric meter sets with voltage and current transformers. This includes the ability to determine application by transformer connection.

Proficient in gas regulation and relief setting and installation. Accountable for the calibration of gas pressure monitoring devices using a certified Dead weight test machine.

Answers and responds to service calls taken in person or dispatched providing professional, efficient, and timely service for all OPU customers. Performs disconnection and reconnection of service for non-payment including installation and operation of remote disconnect hardware and software.

**Competencies:**

**Problem Solving** – Identifies and resolves problems in a timely manner. Employee must possess or develop problem solving skills to fix and repair field equipment under pressure in a hazardous and time sensitive situation.

**Technical Skills** – Demonstrates technical expertise in their own field; acts as a resource for others. Assesses own strengths and weaknesses. Strives to continuously build knowledge and skills.

**Customer Service** – Solicits customer feedback to improve service.

**Leading, Modeling, Visioning** – Provides leadership by example, knows the business vision, and engages well with others to implement the vision.

**Interpersonal** – Treats others with courtesy, sensitivity, and respect, considers and responds appropriately to the needs and feelings of different people in different situations.

**Planning/Organizing** – Follows instructions; responds to management direction. Understands how to improve and look for opportunities to improve the work processes. Identifies opportunities for improved productivity.

**Results** – Adapts to varying work situations and is flexible in their approach to resolving challenges. Must be able to handle multiple unrelated tasks daily. Be goal oriented and a self-starter with a continuous effort on increased productivity.

**Safety** – Demonstrates a commitment to safety by following safety rules and guidelines. Reports potentially unsafe conditions; follows good housekeeping practices; takes proper care of equipment. Meets requirements of 100% participation in safety training.

**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, skills, and/or abilities required. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

**Education:** Two (2) year Technical College degree/certificate is required, ie. Electrical Lineworker Technology, Electronics specializing in electrical systems technology, licensed Electrician, Gas Utility Construction & Service degree, Industrial Maintenance & Mechanics degree or other related degree.

**Experience:** Two (2) years' work experience in the utility metering field is preferred. Other combinations of training and/or documented experience will be considered.

**Language Skills:** Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before small groups of customers or employees of organizations.

**Reasoning Ability:** Ability to define problems, collect data, establish facts, and draw valid conclusions. Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables.

**Mathematical Skills:** Ability to calculate figures and amounts such as discounts, interest, proportions, percentages, area, circumference, and volume.

**Computer Skills:** Advanced knowledge of computer fundamentals. Computer skills to include windows operating system and be reasonably proficient at Microsoft Office Suite – Word, Excel, and Power Point or the ability to learn.

**Additional:** Knowledge of electricity, water, and natural gas fundamentals including natural and toxic gas levels. Ability to detect natural gas odorant by smell. Employee is required to identify meter and regulator type and size by eye. Responsible for the memorization of electric meter “form” numbers as they apply to their respective service and transformer connection. Understand and be able to use blueprints and schematics when testing and maintaining utility meters on the electric, water, and gas distributions systems. Experience in the use of mobile radio and phone to dispatch and communicate with outside and inside crews. Knowledge of software and systems associated with metering, meter data management and associated hardware.

**Certificates and Licenses:** Valid Class D Minnesota Drivers' License is required. Gas Operator Qualified certification obtained within 6 months of hire is required. Company certified to drive a forklift and/or skid loader within 6 months of hire is required. Successful completion of the Northwest Lineman College Meter Technician Certification Program within in 3 years of employment.

**Tools and Equipment used:** Computer, Forklift, Skid Loader, basic hand tools, phone, and desk or mobile radio.

**Work Environment:**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the environment is occasionally noisy, and the work is both indoors and outdoors occasionally in confined spaces and high places. Work can be in extreme cold or hot.

See Physical Job Analysis form for details.

**Position Essential Physical Requirements:**

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

While performing the duties of this job, the employee is required to sit, stand, or walk more than 2/3 of the work day. See Physical Job Analysis form for details.

*The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position.*

*The Position Guide does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of Owatonna Public Utilities and the requirements of the job change.*