



Eastern Band of Cherokee Indians

METER READER/UTILITY WORKER

Position Description

Program:	Water & Sewer	Reports to:	Supervisor – Water & Sewer
Division:	Operations	Position Number:	981525004
Classification:	Non - Exempt	Revision Date:	10/01/2022
Pay Level:	8	Safety Sensitive:	No
PERFORMANCE EXPECTATIONS			

In performance of their respective tasks and duties all employees of the Eastern Band of Cherokee Indians (EBCI) are expected to conform to the following:

- Uphold all principles of confidentiality to the fullest extent.
- Adhere to all professional and ethical behavior standards of the Tribal Government.
- Interact in an honest, trustworthy, and respectful manner with employees, Tribal members, visitors, and vendors.
- Participate in departmental staff meetings, quality management activities and educational programs.
- Embody respect and understanding of EB CI traditions and values.
- Display willingness, initiative, and teamwork, to perform other duties as requested.

POSITION PURPOSE

Reads and records water usage of customers on a monthly cycle within the assigned route. Performs minor repairs, recheck, service cutoff/cut on procedures and related duties within the department.

ESSENTIAL DUTIES, FUNCTIONS, & RESPONSIBILITIES

- Meets with supervisor to review/discuss instructions and daily assignments.
- Performs pre-use check of assigned vehicle (refills fuel, checks oil, tires, etc.).
- Travels assigned route, reading meters and recording data in logbook.
- Makes visual check of water/line meter area to detect leaks or other problems.
- Turns meter readings into office and finance department.
- Informs customers of water service interruptions.
- Performs water service cut offs or reconnects as required following daily assignments, which involves setting meters, pulling meters, or applying locks.
- Removes defective meters and sets new meters as required.
- Makes minor meter repairs such as replacing gaskets, dials, head, etc.
- Secures necessary supplies from stock room inventory.
- Repairs water line leaks as needed, by applying line band or replacing sections.
- Assists throughout the department as needed to make repairs and expand the water/wastewater collection systems, clears line clogs, etc.
- Makes rounds inspections on the water tanks and lift pump station facilities as assigned.
- Uses a wide range of basic hand tools such as wrenches, shovel, channel locks, torches, and screwdriver.
- Serves on call as needed to respond to departmental emergencies, as requested.
- Performs job duties according to established safety guidelines and Tribal policy.

Scope of Supervision:

This position is supervised by program leadership. This position is not responsible for supervising others.

MINIMUM MANDATORY QUALIFICATIONS

Experience: One (1) year of related experience required.

Education: High School Diploma or GED Equivalent required.

METER READER/UTILITY WORKER

Position Description

Licenses & Certifications: Valid, insurable NC Driver's License required. Must obtain Grade 1 Collections Certification and C Water Distribution Operator Certification from the North Carolina Operators' Certification program on or before the two-year anniversary of hire date.

KNOWLEDGE, SKILLS, & ABILITIES

Key Job Knowledge:

- Must have a thorough knowledge of the meter reading procedures and requirements for documenting water usage.
- Must know Tribal geography and the assigned route.
- Requires the ability to follow written and oral instructions.
- Must have the technical skills to install/pull meters, make minor line/valve repairs, repair meters, and use basic hand tools.
- Must be familiar with the procedures and requirements for rounds inspections for the water tanks and lift pump stations.
- Requires the ability to make minor pump repairs.
- One (1) to three (3) months to become proficient in the job.

Safety/Accuracy Focus:

This position has been designated as safety-sensitive based upon position tasks, and required knowledge, skills, and abilities. Responsible for the pre-use inspection of assigned vehicle and securing the major repairs. Normal use and care should prevent damage to equipment used in the job. There is little likelihood of damage to meters if handled properly. Frequently works on water systems which could have far reaching effects if not handled properly.

Key Relationships:

Interact with internal and external customers/clients in a polite and professional manner. Frequently works alone and occasionally has coworkers where caution must be used to prevent injury. Failure to complete job tasks could impact the productivity of the department.

Resourcefulness & Initiative:

Follows well defined Tribal procedures and guidelines. Initiative is required to maintain accuracy, establish work priorities, and meet scheduled timeframes. Must be able to evaluate situations and take appropriate corrective action. Uses problem solving skills, judgement, and initiative to maintain accuracy and productivity.

Discretion – Confidential Data:

Access to confidential and proprietary data and information which is not known by the public may occur during employment. Exercise excellent professional discretion regarding confidential and proprietary data and information, never disclosing or misusing such information.

Complexity of Duties:

This position includes completing tasks of varying complexity levels.

PREFERRED QUALIFICATIONS

No other preferred qualifications.

WORK ENVIRONMENT

Work Environment: This position can involve exposure to various hazards in the work environment. Exposed to all types of weather extremes and various working environments which could be objectionable for brief or extended periods of time. Established safety procedures are required to prevent injuries. Exposed to a variety of situations such as the potential for falls, cuts to hands, bites from insects, snakes, dogs, etc. and public traffic hazards. Occasionally works in close proximity to heavy construction equipment.

Mental/Visual/Physical Effort: Must be able to lift 50 pounds and carry 25 pounds on a repetitive basis. Close attention to detail is required while reading/recording water usage and making repairs. Physical activity ranges from light to

METER READER/UTILITY WORKER

Position Description

heavy. Walking, reaching, bending, working in strained awkward positions are common. Must have visual acuity, manual dexterity, and good eye/hand/foot coordination. Must have the ability to speak and hear.

OTHER

Confidentiality: All employees must uphold all principles of confidentiality to the fullest extent. Sensitive information must be kept secure; a breach of these principles may be grounds for disciplinary action, up to and including immediate termination.

Background Investigation: All employees are required to complete a background investigation. Results of the background investigation will be evaluated against the requirements of the position, and as applicable to federal and state requirements. Candidates must be able to successfully pass all required background checks for data sensitive positions and for those positions subject to a 101-630 background check to ensure compliance with Public Law 101-630 "Indian Child Protection and Family Violence Prevention Act."

Drug Screening: All applicants must successfully pass a preemployment drug screening prior to beginning employment. Random drug testing will be carried out based upon position requirements.

***Disclaimer:** The information on this position description has been designed to indicate the general nature and level of work performance by employees in this position. It is not designed to contain, or be interpreted as, a comprehensive inventory of all duties, responsibilities and qualifications required of employees assigned to this position. Employees will be asked to perform other duties as needed.*

METER READER/UTILITY WORKER

Position Description

ACKNOWLEDGMENT

I have reviewed the content of the **Meter Reader/Utility Worker** position description and have been provided a copy of such position description. I certify that I am able to perform the essential functions of this position as outlined in this description.

Employee (printed name)

Employee (signature)

Date

Supervisor (printed name)

Supervisor (signature)

Date