

**MAJOR FUNCTION**

This is fieldwork in the Utility Business and Customer Support Department or the Underground Utilities Department connecting, disconnecting, and maintaining utilities services, as is applicable to the area to which the position is assigned. An employee in a position allocated to this class is often required to exercise independent judgment in dealing with individual customers. General supervision is received from a superior who assigns work and instructs the employees on unusual problems.

**ESSENTIAL AND OTHER IMPORTANT JOB DUTIES****Essential Duties**

Connects water, gas, and electric service for new utility consumer accounts. Disconnects water, gas and electric service for non-payment of utility account on request from the consumer or for other administrative reasons. Changes out gas meters for tests or when meters are broken. Reads meters. Tests electric or gas meters for shortage on new services. Turns on breakers or meters. Responds to gas leaks. Performs some investigative functions in meter tampering and breaking; may appear in court for City on such charges. Performs related work as required.

**Other Important Duties**

Occasionally obtains new utility account information from customers and conveys this information to Utility Accounts Unit personnel. Makes minor repairs to electric meter bases. Sets water meters in unavoidable situations at night, on weekends and on holidays. Performs related work as required.

**DESIRABLE QUALIFICATIONS****Knowledge, Abilities and Skills**

Some knowledge of municipal utility rules and regulations or policies, including the rates concerning disconnects and meters in general. Knowledge of the geography and street locations in the City. Some knowledge of the mechanism of electric, water, and gas meters. Ability to read electric, water and gas meters to record readings and to perform simple calculations accurately and quickly. Ability to establish and maintain effective working relationships with the general public and deal with complaints in a tactful manner. Skills in the use of hand tools needed for making routine repairs and adjustments. Skill in the use of microcomputers and the associated programs and applications necessary for successful job performance.

**Minimum Training and Experience**

Possession of a high school diploma or an equivalent recognized certificate and one year of "hands-on" experience reading, installing, connecting, disconnecting, repairing, fabricating or calibrating meters in a gas, water, or electric meter program. Directly related experience may be substituted on a year for year basis for the required education.

**Necessary Special Requirement**

At the department director's discretion, a valid Class E State driver's license may be required at the time of appointment for any of the designated positions allocated to this class, or must possess the appropriate State Commercial Driver's License (CDL) and endorsement(s), or a CDL permit and obtain the appropriate CDL licensure within 60 calendar days from date of employment as a condition for continued employment for any of the designated positions allocated to this class.

For designated positions allocated to this class and assigned to Underground Utilities, must possess at the time of appointment a valid Water Distribution System Operator Level III license in accordance with the Florida Department of Environmental Protection regulations, or a valid Wastewater Collection Class C license, as designated for the position, and maintain the license as a condition of continued employment in the position.

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