

PROVO CITY CLASSIFICATION SPECIFICATION	
Title: Metering Services Specialist	Job Code: 2726
Date: August 6, 2019	EEO Code: SM
FLSA Designation: Non-Exempt	Civil Service Status: Covered (UC)

DEFINITION: This is technical work primarily responsible for ensuring quality control of the Energy metering and Smart Grid systems.

CLASSIFICATION STANDARDS: The single position assigned to this classification is responsible to a designated supervisor and performs all duties under limited direction. This work is distinguished by its responsibility for ensuring quality control of metering, billing databases, and the Automated Meter Infrastructure (AMI) of the City Smart Grid systems.

ESSENTIAL DUTIES: Monitor AMI system to detect incorrect, bad, or missing meter data; ensure accuracy of auto-generated list of meters reporting outages; manually read non-AMI meters including Commercial solar and AMI opt-out accounts; as needed, conduct field inspections of meters and report findings to supervisor; configure meters for installation, including solar and device redeployment; troubleshoot and perform minor repairs to meters; request RMA from vendor to ship meters needing repairs; using field handheld tool, perform upgrades and communication maintenance to meters in the field; maintain and update field handheld units including downloading vendor files; ensure all repair work orders are entered into computer; prepare and submit work progress reports.

Monitor, troubleshoot, and manage returned meters in stock; compare meter inventory databases in both AMI and billing systems to maintain high accuracy of both databases with actual devices in the field; create service orders for Customer Service department for new meter installation, removal, or replacement; maintain and update Yukon database for address fields to reflect meter location and physical address; decrease or eliminate billing problems by closely monitoring Yukon database including detecting irregularities; maintain Customer Service department's meter database to reflect appropriate multipliers; maintain records on service orders completed by Meter Technicians; maintain on-call calendar for multiple areas for quick, reliable responses; regularly coordinate with Customer Service department to complete overlapping functions, including but not limited to, development of current or future billing software and files; perform administrative and clerical duties; assist other staff members; other duties as required.

MINIMUM REQUIREMENTS: High School Diploma or equivalent and two (2) years of experience in meter services or related field **OR** an equivalent combination of job-related education and/or experience [substituting each one (1) year of post-secondary education/training for six (6) months of experience].

License(s)/Certification(s): A valid, lawful Driver's License is required.

SELECTION FACTORS: *Knowledge of:* metering equipment, including installation and minor maintenance; basic Automated Meter Infrastructure (AMI) communication protocols; network delivery; power industry billing systems and procedures; OSHA safety rules, regulations, and policies related to power systems; related laws, codes, rules, and regulations governing functions of the position; policies and procedures established for the work system; operations, functions,

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and terminology common to the work; basic administrative and clerical support; basic English composition, spelling, and grammar. **Skill in:** using Microsoft Office Suite and other power industry-related software; using data transmission backhaul solutions; practicing trust-building behaviors. **Ability to:** assist coworkers; maintain tools and equipment; safely, quickly and accurately perform work; deal with the public in a pleasant, courteous, and calm manner in all circumstances; communicate effectively both verbally and in writing; develop and maintain effective working relationships with the public, coworkers, and superiors; evaluate programs and procedures; exercise independent judgment while evaluating situations and in making determinations; organize assigned work and develop effective work methods; prepare clear, concise, accurate, and informative reports; perform duties in a manner that demonstrates respect, integrity, courtesy, and kindness towards fellow workers, customers, and the general public; demonstrate a high level of commitment to the principles of positive customer service.

TOOLS AND EQUIPMENT USED: Vehicle, hand-held meter-reading device, Personal Protection Equipment (PPE), various hand tools, computer, job-related software programs, and standard office machines and equipment.

PHYSICAL DEMANDS: Bending, lifting mechanical and power tools, walking over varied or rough terrain., climbing ladders, sitting at a computer or desk for long time periods, using appropriate physical strength, ability, and eyesight to perform duties, occasional lifting up to 50 lbs. driving.

ENVIRONMENTAL FACTORS: Exposure to adverse weather conditions, hazardous environments, heavy traffic, confined areas, electrical systems rated 120 volts to 480 volts AC, energized electrical equipment, and to high-stress situations or environments, including, contact with the public in confrontational or uncomfortable circumstances and other stressful workplace conditions.

Travis Ball
Department Director

08/01/2019
Date

Minkang
Mayor/Chief Administrative Officer

08/06/2019
Date

NOTE: The above statements describe the general nature and level of work being performed by the person(s) assigned to this classification. They are not intended to be an exhaustive list of all duties, responsibilities, and skills required of personnel so classified. Class specifications are not intended to and do not imply or create any employment, compensation, or contract rights to any person or persons. Management reserves the right to add, change, or delete any and all provisions of this classification at any time as needed without notice. Reasonable accommodations may be made for otherwise qualified individuals who require and request such accommodation. This class specification supersedes earlier versions.