

Job Description

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job.

Job title	Automated Metering Infrastructure (AMI) Specialist
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GENERAL PURPOSE

Under direction, provides in-depth and highly technical support for the Automated Metering Infrastructure (AMI); serves as the initial escalation point, resolves technical problems with various software applications utilized with AMI data collection; submits AMI usage reports related to water use patterns, data anomalies, usage overages, malfunctions, validations, and collections; submits AMI information to various departments; oversees, directs and trains lower level staff; and performs related duties, as assigned.

DISTINGUISHING CHARACTERISTICS

This is the advanced journey-level classification responsible for providing technical support work to the AMI program. Incumbents regularly work on tasks which are varied and complex, requiring considerable discretion and independent judgment. Positions in the classification rely on experience and judgment to ensure efficient and effective AMI installations and repairs. Assignments are given with general guidelines and incumbents are responsible for establishing objectives, timelines, and methods to complete assignments. Work is typically reviewed upon completion for soundness, appropriateness, and conformity to policy and requirements.

This class is distinguished from the Meter Services Supervisor in that the latter has overall supervisory responsibility for organizing, assigning, supervising, and reviewing the work of assigned staff involved in meter services.

SUPERVISION RECEIVED AND EXERCISED

Receives direction from the Meter Services Manager. Exercises technical and functional direction over and provides training to lower-level staff.

TYPICAL DUTIES AND RESPONSIBILITIES

The duties listed below 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 if the work is similar, related, or a logical assignment to this position.

- Provides highly technical support to the AMI program and operates all related software and equipment; analyzes AMI data, validating data and searching for anomalies, usages, non/negative reporting, communication failures, recurring errors, and constant water consumption; updates data for meter installations; researches and assembles information from a variety of sources.
- Performs a wide array of tasks in support of ongoing reporting requirements; oversees and performs the more difficult work associated with AMI and large meter operations for the District's water utility services.
- Assigns AMI repair orders to staff; journalizes results; maintains necessary records and prepares oral and written reports; reviews account records, history, and issues or approve adjustments to customer accounts to correct errors or resolve escalated disputes.
- Coordinates with supervisor to assign work to lower level staff; provides work direction to various staff; provides day-to-day leadership and training and ensures a high performance, customer service-oriented work environment that supports achieving the department's and the District's mission, strategic plan, objectives, and values.
- Provides support to system users regarding custom data and usage patterns; provides training to users on AMI software and uses expertise to assist end users.
- Diagnoses and repairs a wide variety of water meters; uses precision and diagnostic instruments to test and calibrate meters.
- Prepares special/or recurring reports and/or special studies; develops recommendations to improve department operations; coordinates work with various divisions and other users in making system modifications.
- Directs and leads project teams; assists in recruiting project staff and consultants and manages coordination of project partners and working groups; develops and maintains detailed project plans; coordinates project deliverables, issues, project scope, and change control, progress, and performance; works with users to identify business and training; provides project status reports.
- Provides technical and functional supervision to assigned meter services staff; participates in performing routine to complex and specialized AMI installation, maintenance, and repair work.
- May act for the Meter Services Supervisor in his/her absence.
- Observes and complies with all District and mandated safety rules, regulations, and protocols.
- Performs related duties as assigned.

REQUIRED QUALIFICATIONS

Knowledge of:

- Principles of providing functional direction and training.
- Practices, methods, techniques, tools, and equipment used in the reading, installation, testing, calibration, maintenance and repair of small, medium, and large water meters that utilize AMI components.
- Process mapping and structured problem solving, theoretical and practical knowledge necessary to develop and monitor performance standards.
- Water distribution mathematics.
- Characteristics of the District's customer water base and usage patterns, including typical causes for high and low consumption and water usage anomalies.
- Record keeping principles and procedures.
- Applicable federal, state, and local laws, regulatory codes, ordinances, and procedures relevant to assigned area of responsibility.
- District and mandated safety rules, regulations, and protocols.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and District staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

Ability to:

- Plan, organize, and coordinate the work of assigned staff.
- Effectively provide staff leadership and work direction.
- Diagnose and repair a wide variety of small, medium, and large water meters; use precision and diagnostic instruments to test and calibrate water meters.
- Read and interpret AMI consumption data, specifications, and manuals.
- Prepare clear and concise reports, correspondence, policies, procedures, and other written materials.
- Define issues, analyze customer problems, evaluate alternatives, and develop sound conclusions and recommendations.
- Understand, interpret, explain, and apply complex District rules regarding water and service policies.
- Understand, interpret, and apply all pertinent laws, codes, regulations, policies, and procedures, and standards relevant to work performed.
- Understand and follow oral and written instructions.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.

- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Experience:

Any combination of experience and education that provides the required knowledge and abilities is qualifying, along with the specific licenses/certifications as outlined below:

- Two (2) years of progressively responsible technical experience in supporting Automated Meter Reading technologies and programs.

Education:

- Equivalent to completion of the twelfth (12th) grade supplemented by specialized training in automated meter reading technology systems.

Licenses/Certifications:

- A valid California driver's license and the ability to maintain insurability under the District's Vehicle Insurance Policy.

PHYSICAL DEMANDS

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

When assigned to an office environment, must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; hearing and speech to communicate in person and over the telephone; ability to stand and walk between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information.

When assigned to field work, must possess mobility to work in changing site conditions; possess the strength, stamina, and mobility to perform light to medium physical work; to sit, stand, and walk on level, uneven, or slippery surfaces; to reach, twist, turn, kneel, and bend, to climb and descend ladders; and to operate a motor vehicle and visit

various District sites; and vision to inspect and repair equipment. The job involves fieldwork requiring frequent walking in operational areas to identify problems or hazards, with exposure to hazardous materials in some site locations. Employees must possess the ability to lift, carry, push, and pull materials and objects averaging a weight of 50 pounds, or heavier weights of up to 100 pounds, in all cases with the use of proper equipment and/or assistance from other staff.

WORK ENVIRONMENT

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

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees also work in the field and are exposed to loud noise levels, cold and hot temperatures, inclement weather conditions, road hazards, vibration, confining workspace, chemicals, mechanical and/or electrical hazards, and hazardous physical substances and fumes. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

Employees are subject to weekend and/or rotating shifts and 24-hour call out.

Eastern Municipal Water District
Job Title: Automated Metering Infrastructure (AMI) Specialist
Last Update: March 2020

This job description has been reviewed and approved by all levels of management in cooperation with the union (if applicable):

Approved by:	<i>Board of Directors</i>
Date adopted:	<i>March 29, 2020</i>
Date modified:	
FLSA determination:	<i>Non-Exempt</i>

Job Description Acknowledgment

*I have received, reviewed and fully understand the job description for AMI Specialist.
I further understand that I am responsible for the satisfactory execution of the essential functions described therein, under any and all conditions as described.*

Employee Name (print): _____ *Date:* _____

Employee Number: _____

Employee Signature: _____