CITY OF SUNNYVALE
Department of Human Resources
505 West Olive Ave., Suite 200
Sunnyvale, CA 94086

https://www.sunnyvale.ca.gov

INVITES APPLICATIONS FOR THE POSITION OF:
Meter Reader - Utilities

An Equal Opportunity Employer

SALARY
$28.64 - $36.55 Hourly
$59,563.71 - $76,020.26 Annually

OPEN DATE: 05/21/19
CLOSE DATE: 06/10/19

THE POSITION

Meter Reader - Utilities
Regular Full-Time Employment Opportunity

The City of Sunnyvale offers:

• Comprehensive medical, dental, and vision benefits
• Classic CalPERS members have 4% of the employee contributions paid by the City, leaving only 3% for the employee to contribute.
• Retiree medical benefits available

The City of Sunnyvale is seeking an experienced Meter Reader in the Department of Finance. The Meter Reader will be a part of a small team that obtains readings from water meters, initiates and terminates water service, and assists with delinquency notifications. Employees in this classification spend much of their time outside the office with frequent customer interaction. The ideal candidate will have excellent customer service skills, strong attention to detail, and the ability to work well independently.

DISTINGUISHING CHARACTERISTICS
Meter Readers are expected to perform routine tasks independently and to refer only difficult or unusual problems to their supervisor. This position entails working alone in the field under little, if any, day-to-day supervision and requires a great deal of tact when dealing with the public.

ESSENTIAL JOB FUNCTIONS
(May include, but are not limited to, the following):

• Read residential and commercial water meters and accurately record readings using a hand-held electronic recorder or other devices.
• Transmit electronic data using computerized meter reading and billing systems.
• Compare present reading with previous readings and report findings which appear high or low.
• Check on new or changed meter installations; prepare work orders for testing or maintenance of meters and meter boxes.
• Inspect meters and transmission devices to ensure proper functioning; resolve problems; report defects.
• Prepare and complete work orders.
• Receive, investigate and report customer complaints.
• Clean area around meter boxes, including emptying dirt, water and debris from boxes, and cut back foliage so meters can be read.
• Deliver notices to customers; turn water services on and off at customer's premises; place and remove locks and restrictive devices on meters; perform occupancy checks.
• Assist in finding and routing new meters in the electronic meter routes.
• Perform special meter readings, projects and audits.
• Performs other duties, as assigned.

WORKING CONDITIONS
Position requires sitting, standing, walking on level, uneven and slippery surfaces, reaching, twisting, turning, kneeling, bending, stooping, squatting, crouching, grasping and making repetitive hand movements in the performance of daily duties. The position also requires both near and far vision when operating assigned equipment. Acute hearing is required in both the field and the office. The ability to remove and replace up to 250 five- to ten-pound concrete/metal meter lids per day, up to 500 two- to five-pound lids per day, and lift up to 50 pounds in a single lift is also required. Additionally, the incumbent in this outdoor position works in all weather conditions, including wet, heat, and cold and receives a significant amount of exposure to the sun. The incumbent may be exposed to fumes, dust, and air contaminants. The nature of the work also requires the incumbent to drive motorized vehicles and work in heavy traffic conditions and to get in and out of a vehicle up to 300 times per day. Some of these requirements may be accommodated for otherwise qualified individuals requiring and requesting such accommodations.

MINIMUM QUALIFICATIONS

Education and Experience
The minimum qualifications for education and experience can be met in the following way:

Graduation from high school or tested equivalent, AND

One year of experience reading and recording utility meter readings.

Knowledge of:

• Operating principles of water meters.
• Water metering and billing processes.
• Procedures for maintaining records of work activity, equipment, usage and other data.
• Local street names, locations and geography.

Skill in:

• Operating a portable computer and electronic equipment with minimal direction.

Ability to:

• Travel pedestrian routes to residential and commercial units to read water meters in all weather conditions.
• Read gauges and record figures accurately.
• Follow street maps and read blueprints.
• Make routine arithmetic computations.
• Establish and maintain effective working relationships and act in a courteous manner when dealing with the public.
• Work independently.
• Observe safety principles and work in a safe manner.
• Follow verbal and written instructions.

Willingness to:

• Wear a uniform.

License/Certificate
Possession and continued maintenance of a valid class C California driver's license and a safe driving record.

APPLICATION AND SELECTION PROCESS  If you are interested in this opportunity, please submit a City of Sunnyvale employment application and responses to the supplemental questions to the Department of Human Resources no later than 5:00 p.m. on Monday, June 10, 2019 (postmarks or faxes are not accepted). Candidates are asked to fully describe any training, education, experience or skills relevant to this position. Electronic applications may be submitted on-line through the City’s employment page at Sunnyvale.ca.gov and click Jobs or application materials may be submitted to: Department of Human Resources, 505 West Olive Avenue, Suite 200, Sunnyvale, CA 94086. Late or incomplete applications will not be accepted.

EXAM PROCESS
Applications will be competitively screened based on the minimum qualifications of this position. Based upon a review of the application materials, the most qualified candidates will be invited to participate in the examination process scheduled for Wednesday, June 19, 2019. (Note: The examination process may be changed as deemed necessary by the Director of Human Resources).

SELECTION PROCESS
Those candidates that receive a passing score on the examination will be placed on an eligibility list for up to one year, in accordance with the City's Civil Service Rules and Administrative Policies. Top candidates on the eligibility list will be invited to participate in a selection interview with the department on Tuesday, July 2, 2019. Any candidate that is selected by the hiring department will be required to successfully complete a pre-employment process, which may consist of a background history check, as well as a medical exam(s) administered by a City selected physician(s) before hire. Prior to starting work, all newly-hired employees will be fingerprinted to check conviction history. A conviction history will not necessarily disqualify an applicant from appointment; however, failure to disclose conviction history will result in refusal of employment or termination. Positions which are covered by the Department of Transportation regulations are required to submit to a pre-employment drug test and to random drug and alcohol testing.

INFORMATION ABOUT PROOF OF EDUCATION
Please note: Any successful candidate, selected by the hiring department will be required to submit proof of education (i.e. original copy of the diploma or college/university transcripts).

ADDITIONAL INFORMATION
Positions in this job classification are represented by the Sunnyvale Employees Association (SEA).

The information contained within this announcement may be modified or revoked without notice and does not constitute either an expressed or implied contract.

The City of Sunnyvale is an Equal Opportunity Employer. It is the policy of the City of Sunnyvale not to discriminate against all qualified applicants or employees on the basis of actual or perceived race, religion (including religious dress or grooming practice), color, sex (includes gender, pregnancy, childbirth, medical conditions related to pregnancy or childbirth, breastfeeding or medical conditions related to breastfeeding), gender identity and/or gender expression, sexual orientation (including heterosexuality, homosexuality and bisexuality), ethnic or national origin, ancestry, citizenship status, uniformed service member status, marital status, family relationship, age, cancer or HIV/AIDS related medical condition, genetic characteristics and/or genetic information, and physical or mental disability. Applicants needing special accommodations for testing should submit a request to the Department of Human Resources at time of application.
* 1. **Instructions for completing the supplemental questionnaire:**
   This supplemental questionnaire will be a primary tool in the evaluation of your qualifications for this position. The supplemental information that you provide will be evaluated along with your completed application. Please limit your response to one page per question. In answering the question(s), be as specific as you can. Some questions may include multiple parts (i.e., (a), (b), (c), (d), etc.). Please make sure to address each part of each question in the supplemental questionnaire below.

   **Please be advised that you will be 'timed out' of this page after 30 minutes. Therefore, it is best to copy the supplemental questions that require text answers from this page into a document that you can save on your computer, produce your responses in that document, and then copy and paste the responses into the space provided below. Additionally, please save your work continuously.**

   The completed application and responses to supplemental questions constitute an examination. **Note: qualifying experience must be reflected on the job application form.**

   Resumes may be attached, but they will not be accepted in lieu of completing the job experience section of the application or the supplemental questions. The information you provide will be used to further identify those applicants who are best qualified to continue in the selection process for this position.

   Your responses to the questions that require you to detail your background and experience should include the following information:*  

   - The **number of years** of experience you have had performing the duties that you are describing;  
   - The **name(s)** and **type(s)** of organization(s) where you obtained such experience; and,  
   - Your **role** and specific **responsibilities** within the organization(s).

   *Responses to the supplemental questions that indicate "see resume" are considered incomplete.* By checking the 'Yes' response below, I indicate that I have read these instructions for completing the supplemental questionnaire and in accordance with these instructions, I understand that written responses to the supplemental question(s) listed below are required, in order to evaluate my qualifications for this position and for my application to be considered complete.

   Additionally, I certify that I have completed the following supplemental questionnaire on my own; the answers accurately reflect my training, education and experience; and, I understand that my responses are subject to verification.

   - [ ] Yes  
   - [ ] No

* 2. Do you have a high school diploma or an equivalent (GED)?  
   - [ ] Yes  
   - [ ] No

* 3. Do you have at least one year of experience reading and recording utility meter readings?  
   - [ ] Yes  
   - [ ] No

* 4. If you answered "yes" to the question above, please describe your experience below. Include name(s) of the organization(s), the number of years/months experience, and the description of the work you performed. If you do not have this experience, enter "N/A" in the box below.
5. Describe your use of technology when reading meters. Indicate the type of electronic reading devices you used, and explain how you used them to perform your job duties.

6. Do you have a valid class C California driver's license and a safe driving record?
   - [ ] Yes  
   - [ ] No

* Required Question