

Proposed September, 2018

CITY OF SANTA CLARA, CALIFORNIA
METER DATA ANALYST
(XXX)

EDUCATION AND EXPERIENCE

Minimum Qualifications:

- Associates degree in a related field and
- One (1) year of experience in utility operations or meter data management systems

Possible Substitutions:

Three (3) years of experience in utility operations or meter data management systems may be substituted for the education and experience qualifications above.

Desirable Qualification:

- Experience working on a ground-based or data-based meter read collection system and using a handheld device.
- Experience with Advanced Metering applications, Advanced Meters, and connections for Advanced metering to billing systems.

LICENSE

Possession of a valid California Class C driver's license is required at time of appointment and for the duration of employment.

DISTINGUISHING CHARACTERISTICS

Under general supervision, the Meter Data Analyst is responsible for ensuring the Advanced Metering Infrastructure (AMI) system is operating at optimum performance and providing consistent and reliable meter readings; tracking system performance trends; providing support, direction and assistance to internal and external customers; and coordinating and managing scheduled and unscheduled system maintenance activities.

TYPICAL DUTIES

Duties include, but are not limited to, the following:

Under general supervision:

- Reads water and electric meters which are located on the customer's property; respects the property of others when entering the yards, homes, or buildings of customers
- Enters readings and accesses information, trouble codes, and other data into a handheld meter data recorder, with some readings requiring basic mathematical calculations
- Drives a City vehicle, walks long distances, climbs stairs, lifts water meter box covers, heavy gratings covering industrial water meter vaults, trap doors, and opens and closes heavy gates and doors
- Investigates power theft through meter data analysis
- Reports citizens' complaints to supervisor, electronically updates customer account

METER DATA ANALYST (continued)

- accordingly, and works with customer service division in to resolve on-going issues
- Resets Electric Demand Meters manually
 - Monitors meter-to-cash operations
 - Monitors automated data collection and investigates deviations
 - Retrieves data using computer programs for documenting field inspection findings
 - Creates and provides reports on anomalous meter reads and read collection gaps
 - Creates and provides reports on system performance trends, usage trends, and outage information to management
 - Assists in the investigation of root cause analysis of meter data deviations
 - Assists in meter audits and record keeping
 - Assists in meter maintenance record keeping and coordination of unscheduled system maintenance
 - Inspects meters and reports hazardous or non-standard conditions (e.g. dangerous meter locations, abnormal utilities, cut or missing seals, broken glass, inoperative meters, exposed electrical wiring, open or broken water or curb meter boxes, etc.) to electric and/or water meter shop so the condition can be remedied
 - Interacts with customers to gain access to their premises, answers questions and/or explains reason for entry
 - Assists in training of new meter reader staff
 - Performs other related duties as assigned

KNOWLEDGE, SKILLS, AND ABILITIES

Knowledge of:

- Basic mathematical calculations
- Basic utility service meter operations and related equipment
- Methods, tools, equipment and materials used in the minor repair and installation of utility meters, including service connects and disconnects
- Environmental and safety practices, procedures and standards

Ability to:

- Evaluate and interpret automatically collected meter data from AMI meters
- Effectively use computers and various types of software essential for the job
- Make simple arithmetical calculations quickly and accurately
- Analyze and organize records and reports
- Learn to read water and electric meters
- Follow oral and written instructions
- Communicate effectively, both orally and in writing
- Learn departmental procedures and programs
- Deal tactfully and courteously with others, including coworkers, supervisors and the general public
- Establish and maintain effective working relationships with those contacted in the course of work
- Work in a team-based environment and achieve common goals
- Effectively handle multiple priorities, organize workload and meet strict deadlines
- Work without direct supervision for long periods of time
- Walk or stand for extended periods of time

- Work outdoors in all weather conditions and carry a handheld computer and other equipment
- Bend, stoop, reach, carry, crawl, kneel, climb and lift as necessary to perform assigned duties
- Perform physical labor including lifting up to 50 pounds of static weight

SUPERVISION RECEIVED

Works under the general direction of the Division Manager or Senior Electric Meter Technician

SUPERVISION EXERCISED

None.

OTHER REQUIREMENTS & SPECIAL CONDITIONS

- May be required to work shifts, weekends, and odd and unusual hours in the performance of duties and emergency situations.
- Must be able to perform all of the essential functions of the job assignment.