



Meter Service Technician Position Description

Department: Water and Sewer Department

Position: Meter Service Technician

Job Category: LTC (Labor, Trades, Crafts)

Status: Permanent, Full-time

Scheduling: 40 hours per week

FLSA Status: Non-exempt

Date of Announcement: March 27, 2026

Application Deadline: Until position is filled

Job Summary:

Make service calls to customers, install meters, read meters, obtain final reads of meters, help coworkers when needed, shut off services for nonpayment, repair meters, test, and cross-check meters, and perform related work that falls under the intermediate job category.

Essential Duties and Responsibilities:

The following duties are normal for this position but not all-inclusive.

- Make service calls to customers; installs meters, radio reads and remotes to new accounts.
- Read meters; obtains final reads of meters.
- Assist co-workers, as necessary.
- Perform shut offs for non-payment of bills.
- Repairs meter. Performs meter testing and cross checks meters.
- Locate curb stops and replaces curb stop lids.
- Monitor inventory; ensures truck is properly stocked, serviced, and maintained.
- Perform other related duties as assigned.

Minimum Training and Experience Required:

- High School Diploma or GED and considerable work experience which provides the necessary knowledge, skills, and abilities; ; or any equivalent combination of education, training and experience which provides the necessary knowledge, skills, and abilities.

Special Requirements:

- A valid Indiana driver's license.

Minimum Physical and Mental Abilities:

- Ability to utilize departmental equipment and tools including SSI interrogators, drills, meters, touch pads, two-way radios, meter testing devices, service trucks, locators, curb keys, ladders, and various hand tools.
- Ability to exert physical effort in moderate work involving lifting, carrying, pushing, and pulling; ability to stoop, kneel, crouch and crawl; ability to climb and balance.

Supervisory Responsibilities:

- Not applicable

Mathematical Ability:

- Ability to add, subtract, multiply, divide, calculate decimals and percentages, and measure data.

Language Ability and Interpersonal Communication:

- Ability to comprehend and correctly use a variety of informational documents including work orders, meter readings, and other reports and records.
- Ability to comprehend a variety of reference books and manuals including maps, plot books, City policies, vehicle maintenance manuals, equipment handbooks/manuals, etc.
- Ability to prepare meter readings, hang cards, shut offs, timecards, safety reports, memos, and other job-related documents using prescribed format and conforming to all rules of punctuation, grammar, diction, and style.
- Ability to accurately record and deliver information, meet deadlines, and maintain confidentiality of restricted information.
- Ability to use and interpret mechanical and plumbing terminology and language.
- Ability to perceive and discriminate sounds.
- Ability to use independent judgment, common sense, and principles of rational systems in the performance of tasks.
- Ability to maintain personal composure and tactfully handle difficult situations and interpret questions correctly.
- Ability to advise and interpret the application of policies, procedures, and standards to specific situations; ability to explain, demonstrate and clarify to others within well-established policies, procedures, and standards.
- Ability to communicate effectively with customers, immediate supervisors, other departments' supervisors, plumbers, landowners, trainees, co-workers, other City personnel, and the public verbally and in writing.
- Ability to comprehend and adhere to safety policies.

Environmental Adaptability:

- Ability to work effectively in both an office and an outdoor environment being exposed to extreme weather conditions and work in confined spaces.

Rate of Pay:

Teamster Category D - \$24.49 hourly first year per current salary ordinance.

Work Hours:

Monday - Friday, 8:00 a.m. – 5:00 p.m.

Applications are available in Human Resources, 204 E. Jefferson St., Goshen or online at www.goshen.in.gov Click Job Opportunities.

The City of Goshen provides equal employment opportunities for all employees and applicants for employment. EOE/Drug Free/Smoke Free