



The City of West Plains is seeking a dedicated and detail-oriented **Utility Meter Technician** to join our team. This position plays a key role in maintaining reliable utility services, including water, sewer, and electric, by performing field tasks such as water shut-offs, turn-ons, meter verifications, and GIS data updates. The ideal candidate will be cross-trained in meter reading, GIS verification, and field inspections to support the city's infrastructure and operations.

Key Responsibilities:

- Perform water shut-offs and turn-ons for accounts as needed.
- Verify and maintain accurate water, sewer, and electric meter data.
- Assist in peak-season meter reading and serve as a backup to ensure continuous operations.
- Investigate and report abnormal usage patterns or meter malfunctions.
- Conduct GIS field verifications and assist in updating utility mapping data.
- Support infrastructure inspections, including poles and pipelines, reporting maintenance needs.
- Respond to customer inquiries professionally, providing utility usage and conservation guidance.
- Collaborate with utility crews on inspections, line locations, and repair tasks.
- Participate in cross-training for GIS, meter reading, and field operations to enhance utility functions.
- Adhere to safety protocols and ensure compliance with local, state, and federal utility standards.
- Must have strong understanding of metering tools, practices, and equipment.
- Ability to read maps, blueprints, and equipment manuals.
- Proficiency in basic computer applications and GIS software.
- Excellent communication and customer service skills.
- Ability to work independently, remain calm under pressure, and maintain attention to detail.
- Physical ability to perform outdoor work in varying weather conditions.

Qualifications:

- High school diploma or equivalent required.
- Minimum of one (1) year experience in utility services, meter reading, or related field preferred.
- Familiarity with GIS software (e.g., ESRI) and utility management systems is a plus.
- Equivalent education and experience combinations will be considered.
- Possess and maintain a valid driver's license in accordance with the city's vehicle operation policy.
- Ability to successfully pass a background check, pre-employment drug screening, and physical evaluation.

Work Environment:

This is a field-based position that requires working outdoors in all weather conditions. The role is physically demanding, involving heavy lifting (50-100 lbs.), climbing, stooping, and operating equipment. Employees may be exposed to high or precarious places, wet or humid conditions, toxic chemicals, and risk of electrical shock. Safety protocols and equipment are provided.

Why Join Us?

The City of West Plains offers a supportive team environment where employees can make a meaningful impact on the community. This position provides opportunities for skill development, cross-training, and growth within the utility field.



Salary and Benefits:

- The Utility Meter Technician has an hourly wage of \$16.12, depending on qualifications and experience.
- A comprehensive benefit package is also offered, which includes:
 - Medical, Dental, Basic Life/AD&D and Long-Term Disability coverages offered at zero cost to the employee, with dependent coverage offered at the employee's cost.
 - Missouri Local Government Employee Retirement System (LAGERS) which is fully funded by the City (no cost to employee) with vesting after 5 years.
 - Voluntary participation in Vision, Cafeteria Plan IRS Section 125, Deferred Compensation 457(b) Plans, Flexible Spending Account (FSA) and Supplemental Life, Accident, Cancer coverage, and an Employee Assistance Program (EAP).
 - Generous paid time off (PTO) program in which new employees receive eight hours of PTO per pay period.

To Apply:

To be considered for employment, you must submit a completed City of West Plains application. Applications are available online at www.westplains.gov. Completed applications and resumes may be emailed to hr@westplains.gov or delivered in-person to City Hall. All offers of employment are contingent upon successful completion of all pre-employment or post-offer testing, including but not limited to, drug and alcohol screening, thorough background investigation, credit check and medical examination.