

JOB DESCRIPTION

Job Title: Metering Data Analyst
Reports To: Metering Services Manager
FLSA Status: Non-Exempt
Department: Operations
Date: April 9th, 2026

Summary:

The Metering Data Analyst is a data-centric operational role supporting Aqua WSC's metering programs across residential, commercial, and industrial accounts. The Metering Data Analyst will own data quality across metering and billing systems, analyze consumption patterns to support leak detection and operational decisions, and help us build toward a more automated, intelligence-driven metering function.

Essential Duties and Responsibilities include the following. Other duties may be assigned.

- Own and maintain metering database integrity across GIS/GPS, billing, and work order systems
- Support import and export of meter route data, ensuring accuracy and consistency
- Edit and audit customer account files, identifying and resolving data discrepancies
- Maintain department records and ensure all systems reflect current field conditions
- Develop and distribute monthly consumption and operational reports; flag anomalies and trends
- Support data quality audits and build dashboards or automated reporting for metering KPIs
- Assist with evaluating smart meter (AMI) data workflows as technology evolves
- Oversee the leak reporting process - analyze usage patterns to identify potential losses
- Create, assign, track, and close work orders within the department system;
- Support billing cycle closeout processes, ensuring data is complete and accurate before close
- Assist with field meter change-outs and record updated equipment data in relevant systems
- Coordinate delivery of documents, bills, and materials and support department staff as needed
- Answer inbound calls and assist customers and staff with metering-related inquiries
- Perform other duties as designated by supervisory personnel

Qualifications:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education/Experience:

High school diploma or general education degree (GED); one (1) year related experience and/or training as department assistant; or equivalent combination of education and experience.

Language Ability:

Ability to read and comprehend technical documentation, operational reports, and business correspondence. Ability to write clear and accurate reports, summaries, and correspondence. Ability to effectively present information in one-on-one and small group situations to customers, clients, and company employees.

Math Ability:

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs. Ability to analyze and interpret data presented in multiple formats, including tables, charts, trend reports, and consumption summaries, to identify patterns, anomalies, and operational insights.

Reasoning Ability:

Ability to apply analytical thinking to identify patterns, inconsistencies, and anomalies within data sets. Ability to interpret and carry out detailed instructions and procedures, and to exercise independent judgment when resolving data discrepancies or operational issues. Ability to deal with problems involving multiple variables across both routine and non-standardized situations, and to escalate complex issues appropriately.

Computer Skills:

Work Order Processing, Word Processing, E-Mail, Internet Software. Proficiency in Microsoft Excel, including data validation and basic analysis functions. Strong attention to data accuracy and comfort working with structured databases or software systems

Other Knowledge, Skills, & Abilities:

Use of electronic meter reading equipment.

Preferred Qualifications:

- Experience with data visualization tools such as Power BI or Tableau
- Familiarity with GIS or GPS mapping platforms
- Background in data quality control, database administration, or business intelligence
- Exposure to utility, water, energy, or infrastructure data environments
- Comfort with SQL, Python, or scripting tools for data manipulation
- Interest in or experience with AI/ML applications in operational settings
- Bilingual (Spanish)

Certificates and Licenses:

Valid State of Texas Driver's License.

Supervisory Responsibilities:

This position has no supervisory responsibilities.

Work Environment:

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

Physical Demands:

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

While performing the duties of this job, the employee regularly uses hands to finger, handle, or feel; reach with hands and arms; and talk or hear. The employee is frequently required to stand, walk, or sit. The employee may occasionally lift and/or move up to 25 pounds.

Specific vision abilities required by this job include close vision, distance vision, depth perception, and ability to adjust focus.