



Meter Reader

DEFINITION

Under direction, read, record, and report readings of commercial and residential water meters; to deliver shut-off notices; to observe and report defects; to deliver customer notices requesting corrective action for meter access; and to contact the public in entering buildings and responding to inquiries.

SUPERVISION RECEIVED

Reports to the Accounting Supervisor or the Director of Finance/City Clerk.

SUPERVISION EXERCISED

Exercises no supervision.

EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES

Read customer water meters; enter manholes, meter pits, and other hazardous areas difficult to access as necessary.

Download hand held electronic reader into computer; proofread readings; note readings which appear high or low; enter residences and businesses to read inside meters.

Deliver delinquent account notices; make on and off readings; visually check meter operations and connections; report tampering of meters or remotes.

Assist in maintaining current accounts.

Maintain credit information of freeze accounts during winter months.

Read manholes and irrigation meters.

Review routes to expedite reading and route layouts; update route maps as needed.

Notify customers by mail or phone regarding problems in reading meters due to dogs, locked gates, and other situations; negotiate the corrective measure needed with customer.

Receive and report complaints.

Upon completion of daily route, assist in office as needed.

OTHER JOB RELATED DUTIES

Perform related duties and responsibilities as assigned.

ESSENTIAL JOB RELATED QUALIFICATIONS

Knowledge of:

- Modern office practices, methods, and computer equipment.
- Principles and procedures of recordkeeping.
- Basic mathematical principles.
- Occupational hazards and standard safety practices necessary in the area of work.
- Principles and practices used in dealing with the public.
- Safe driving principles and practices.

Skill to:

- Operate a variety of tools and equipment used in working with water meters and auxiliary equipment.
- Operate modern office equipment including computer equipment and software.
- Operate a motor vehicle safely.

Ability to:

- Learn operational characteristics of water meters and auxiliary equipment.
- Learn geography and street locations of the City.
- Learn, interpret, and apply pertinent federal, state, and local laws, codes, and regulations including administrative and departmental policies and procedures.
- Read and record numbers with speed and accuracy.
- Prepare and maintain accurate and complete records.
- Perform accurate mathematical computations.
- Respond to requests and inquiries from the general public.
- Work independently in the absence of supervision.
- Understand and follow oral and written instructions.
- Meet and deal tactfully and effectively with the public.
- Plan and organize work to meet schedules and deadlines.
- Exercise good judgment, flexibility, creativity, and sensitivity in response to changing situations and needs.
- Communicate clearly and concisely, both orally and in writing.
- Establish, maintain, and foster positive and harmonious working relationships with those contacted in the course of work.

MINIMUM QUALIFICATIONS

Training:

A high school diploma or equivalent.

License or Certificate:

Possession of, or ability to obtain, an appropriate, valid driver's license.

SPECIAL REQUIREMENTS

Essential duties require the following physical skills and work environment:

Ability to sit, stand, walk, kneel, crouch, stoop, squat, crawl, twist, climb, and lift 50 lbs.; exposure to cold, heat, noise, outdoors, confining work space, dogs, rodents, explosive materials, mechanical hazards, and electrical hazards; ability to travel to different sites and locations; ability to walk for prolonged time and distance on various terrain types. Minimum of 5 miles daily.

Effective date: October 2003

Revised: February 2009