

METER READER

DEFINITION

To perform a variety of duties related to reading, collecting, and recording consumption use data from electric, water, and other consumption based meters and related devices; and to report meter equipment problems.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from the Meter Services Supervisor and receives technical and functional supervision from the Senior Meter Service Worker.

EXAMPLES OF ESSENTIAL DUTIES – Duties may include, but are not limited to, the following:

Read consumption based meters on an assigned route(s); record readings via manual and hand-held computer equipment and devices.

Review consistency of meter readings; ensure that meters register data accurately; report unusual cases related to meter conditions, defects, suspicious conditions or safety hazards.

Respond to customer inquiries and complaints in the field, as appropriate, regarding utility service policies, regulations, and rates charged; refer customers to other City staff as- needed.

Report violations of policy and regulations governing utility consumption including conditions that may necessitate service rate changes; inform supervisor of limited or no access to meters; may trim vegetation for meter access, according to City policy.

Observe and report utility service problems/potential problems such as service drops and broken meters; install and replace seals and lock rings; identify and report utility meter irregularities and recommend how they can be corrected.

Organize routes to accommodate new meters, update existing routes; provide addresses for new utility billings.

Build and maintain positive working relationships with co-workers, other City employees, and the public using principles of good customer service.

Perform related duties as assigned.

MINIMUM QUALIFICATIONS

Meter Reader

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Knowledge of:

Basic knowledge of utility meters, meter reading/recording devices and related equipment.

Practices and methods of record keeping.

Basic arithmetic, including addition, subtraction, multiplication, division, and percentages.

Ability to:

Perform meter reading duties related to electric and water utility services.

On a continuous basis, know and understand operations and observe safety rules; walk long distances; intermittently analyze problem situations and/or equipment; identify and locate site locations, interpret work orders, remember equipment location, and explain job to others.

Intermittently, sit while studying or preparing reports and/or driving; bend, squat, kneel and twist when performing meter reading duties; perform simple and power grasping, pushing, pulling, and fine manipulation; and lift or carry weight of 50 pounds or less.

Learn geography and street locations of the City.

Learn to operate a computer as necessary to perform job duties.

Learn to identify minor problems with electric and water meters; refer difficult problems/irregularities for more advanced attention and recommend possible solutions.

Perform basic arithmetic, including addition, subtraction, multiplication, division, and percentages.

Understand and carry out written and oral directions.

Maintain accurate and up-to-date records.

Deal tactfully with customers.

Work outdoors in a variety of weather conditions.

Work on-call, on evenings, weekends, or holidays.

Communicate effectively and concisely, both orally and in writing.

Establish and maintain effective working relationships with those contacted in the course of work.

Experience and Training

Experience:

One year of experience in a position involving substantial public contact.

Training:

Equivalent to completion of the twelfth (12th) grade, GED, or higher level degree.

License or Certificate

Possession of a valid California driver's license by date of appointment.

11-13-18

05-12-07

04-20-90

10-01-88

07-01-79

10-30-73

-67

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