

Meter Reader

General Statement of Duties

Performs examinations of water meters at homes and businesses on their assigned route. Connects and disconnects water meters, obtain visual reads on water meters, both automated and manual, for the utility billing process. Installs new water meters as needed. Inspect meters and connections for defects, damage and unauthorized connection and or use. Performs related technical and clerical work as required.

Distinguishing Features of the Class

An employee in this class performs accurate readings and recordings of water consumption of utility customers. The Meter Reader reads water meters on an assigned route and records readings on hand-held computer so that billings can be made properly; makes inspections to see that meters are functioning properly and reports any defects to a supervisor; connects and disconnects meters, transfers water service; works cut off list; conducts meter checks, re-reads; leak checks; participates in the installation of meters; may substitute as Utility Maintenance Worker during emergency conditions; performs related tasks as required. Work is performed under regular supervision and is evaluated through observation and inspection for adherence to instructions and standard trade and safety practices.

Duties and Responsibilities

Essential Duties and Tasks

- Provides accurate meter readings, both automated and manual.
- Maintains the physical status of water meters by performing the on-site connection and disconnection of utility services.
- Inspects meters for leaks, hazards, theft of service or any irregularities.
- Physically verifies questionable readings or irregularities in consumption.
- Performs regular meter audits to monitor and verify the accuracy of meter and meter reading equipment in the field, physically testing each meter utilizing computerized handheld units and reprogramming equipment to synchronize the device reading with the visual meter reading.
- Shares data and information gathered in the field with the Supervisor, Public Works Director and Utility Billing Clerk.
- Performs maintenance and upkeep of Town provided equipment, such as the regular servicing of the assigned vehicle and its appearance, monitoring its operational condition and keeping it clean and washed.
- Installs, removes and replaces meter boxes and lids.
- Receives and responds to inquiries, complaints, and request for assistance from customers and the general public regarding areas of responsibility.
- Performs general clerical work as required, including but not limited to copying and filing documents, answering the telephone and completing forms, etc.
- Occasionally backs up Customer Service Representative by answering and directing telephone calls, taking utility and tax payments, and assisting customers and the general public with questions.

Additional Job Duties

Performs related tasks as required and/or assigned.

Recruitment and Selection Guidelines

Knowledges, Skills, and Abilities

- Knowledge of the Town geography and street locations.
- Knowledge of general utility polices & practices.
- Skill in customer service and contact.
- Skill in the operation of assigned tools and equipment.
- Working knowledge of the functional operation of meters and meter reading software.
- Ability to make simple arithmetical calculations rapidly and accurately.
- Ability to Read, record, and report utility use accurately from meter dials.
- Ability to understand oral and written instructions.
- Ability to Interpret and carry out work orders accurately.
- Ability to read meters using hand held computers or manually and perform data entry.
- Ability to prepare simple written records of work activities.
- Ability to walk during the work day under varying climatic conditions.
- Ability to establish and maintain effective working relationships with citizens, supervisors, and other employees.

Physical Requirements

- Must be able to physically perform the basic life operational functions of climbing, balancing, stooping, kneeling, crouching, crawling, reaching, standing, walking, pushing, pulling, lifting, feeling, talking, hearing, and repetitive motions.
- Must be able to perform heavy work exerting up to 100 pounds of force occasionally; 50 pounds of force frequently; and 20 pounds constantly.

Desirable Education and Experience

Graduation from high school and some experience in work providing familiarity with a water utility or equivalent; or any equivalent combination of experience and training which provides the required knowledge, skills and abilities.

Special Requirements

- Possession of a valid North Carolina driver's license.
- Ability to obtain Water Meter Technician Certification within 2 years.

Salary Range

\$32,467 - \$47,204 DOQ.

