



METER READER/MAINTENANCE SPECIALIST

This job description is intended to present a descriptive list of the range of duties performed by employee(s) in this municipality and is not intended to reflect all duties performed within the job.

SUPERVISOR: Utility Office Manager & Purchasing Agent

SUPERVISE:

SUMMARY DESCRIPTION

Responsible for reading residential and business water, natural gas and electric meters and recording information for proper billing. Observes conditions of utility facilities and compliance with metering load control devices. Also responsible for assisting with meter maintenance, repairs, and replacement.

EXAMPLES OF WORK PERFORMED

ESSENTIAL FUNCTIONS: *The following examples of work are illustrative only and are not intended to be all inclusive.*

Conduct and records all meter reading for all utility functions including natural gas, water and electric.

Locates utility meters, accurately reads meter and inputs data into computer unit; performs functions in a timely and accurate manner.

Checks meter reading entries for corrections; reads inside and outside meters for final billing for those moving out of residence/businesses; when directed terminates utility services.

Establishes new routes and walk sequence for meter reading; suggests changes for meter locations.

Completes forms for residences/business with indoor meters by listing address, sequence number and account number and/or issues cards to residences/businesses with indoor meters to be completed by owner.

Maintains a system of meter record cards by accurately filing customer information.

Reviews forms as they are returned and checks against city reading; notifies owner of any discrepancies or repairs which may be needed; reports all meters which do not appear to be functioning properly.

Repairs and makes minor changes to electric meters and replaces meters as needed.

Performs electric meter connections and disconnections; reprograms water meters as needed; collects delinquent bills after office hours.

Prepares and maintains various departmental documents pertaining to duties performed, as needed.

Observes safety of utilities in surroundings, inspects for diversion of services and reports problems or concerns to supervisor.

Strives to maintain a safe work environment in the performance of duties.

Assists in performing general maintenance activities, snow removal, weed control, sod cutting and mowing, facility maintenance, hanging tags, etc.

Loads, unloads and hauls materials and equipment to and from job sites.

Operates a variety of vehicles and light departmental equipment and basic hand, power and electric tools in the performance of duties and according to policies and procedures; operates two-way radio and responds to dispatch as needed.

Operates safely and efficiently various equipment according to departmental policies and procedures.

Inspects and performs preventative maintenance on assigned vehicles and equipment; refers defects or needed repairs to supervisor.

Ensures the proper maintenance of tools and equipment by checking and cleaning tools and equipment after use.

Attends seminars and in-service training, as needed.

Operates standard equipment including but not limited to copier, fax machine, telephone, computer, etc.

Performs duties as required.

QUALIFICATIONS

The following generally describes the knowledge and ability required to enter the job and/or be learned within a short period of time in order to successfully perform the assigned duties.

Knowledge of:

- Operations and appropriate usage of various types of meters.
- Functions, characteristics, and proper care of tools, equipment and materials used in work activities.
- Operation of meter reading equipment.
- Geography of the area and location of meters.
- Operation of vehicles, machinery, equipment and tools pertaining to the duties performed.
- Principles and practice of maintenance and repair of meters.
- Basic mathematical principles.
- Principles and practices of record keeping and reporting.
- Methods and techniques of effective customer service.
- Occupational hazards and standard safety practices.
- Office procedures, methods, and equipment including computers and applicable software applications such as word processing, spreadsheets, and databases.
- Pertinent federal, state and local laws, codes and regulations.

Ability to:

- Work with a variety of meter reading tools and equipment.
- Learn, enter and retrieve data utilizing a handheld computer unit.
- Learn to operate vehicles, machinery, equipment and tools pertaining to the duties performed.

- Work independently and safety without close supervision.
- Prepare and maintain general maintenance and repair reports.
- Perform duties efficiently while managing frequent interruptions.
- Learn the geographical layout of assigned areas and develop a logical and organized route for the reading of meters.
- Plan and organize a personal work schedule, set priorities and meet deadlines.
- Maintain confidentiality when entering residences and businesses.
- Communicate clearly and concisely, both orally and in writing.
- Understand and follow oral and written instructions.
- Establish and maintain effective working relationships with disgruntle customers contacted in the course of work.
- Perform duties on an on-call basis.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT

The conditions herein 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 job functions.

Environment: Work is performed primarily outdoors while walking or driving, with occasional indoor work; walking and standing for extended periods will be required in all types of weather, including extreme temperature conditions; must be able to transport themselves to and from various locations within the city; works and/or walk on various types of surfaces including slippery or uneven surfaces and rough terrains.

Physical: Primary functions require sufficient physical ability and mobility to work in an and outdoor environment; to walk and stand for long periods; to frequently stoop, bend, kneel, crouch; occasionally crawl, climb, reach, twist, and grasp; to work in small, confined spaces and have ability to smell; to lift, carry push and/or pull moderate amounts of weight; to operate equipment and vehicles and to verbally communicate to exchange information; normal visual and hearing range.

EDUCATION AND EXPERIENCE

Any combination of education and experience that would likely provide the required knowledge and ability is qualifying. A typical way to obtain the knowledge and abilities would be:

Education/Training: Graduation from high school or equivalent GED; one year of experience in working with the public; or any equivalent combination of training and experience that provides the required skills, knowledge and abilities.

License/Certification: Must have a valid Nebraska driver's license.

Regular Full-Time Grade E

Revised 2021