

METER READER

JOB DESCRIPTION

Classification Responsibilities: A Meter Reader is responsible for the accurate and timely reading and recording of water, gas, and electric meters to facilitate customer billing. Work is performed in a fast-paced, production-driven environment on assigned routes in accordance with established standards for number and accuracy of reads. An employee in this class is expected to detect and report atypical conditions, such as: identifying damaged, malfunctioning, and tampered meters; and detecting and reporting leaks, exposed wiring, and other safety hazards. A Meter Reader is an information source for the City's Resource Conservation and Energy Diversion Programs. This class is responsible for performing related duties as required.

Distinguishing Features: Work of this class involves nearly continuous walking of 10-15 miles per day in all weather conditions, and considerable bending, stooping, stretching, and lifting. There is also frequent exposure to vicious dogs, snakes, and/or insects. There is significant customer contact requiring tact/diplomacy in dealing with problems/complaints. This class is supervised by a Field Supervisor - Customer Service Operations through a review of the volume and accuracy of reads and meetings regarding problems encountered and overall results obtained. This class is FLSA nonexempt.

QUALIFICATIONS

Employee Values: All employees of the City of Mesa are expected to uphold and exhibit the City's shared employee values of Knowledge, Respect, and Integrity.

Minimum Qualifications Required. Any combination of training, education, and experience equivalent to graduation from high school or GED. At least one year of experience in public contact work, and a minimum of one year of experience performing physical outdoor duties under all weather conditions.

Special Requirements. Must possess a valid Arizona Driver's License by hire date. Must obtain gas operator qualification and electric safety training administered by the Energy Resources Department to successfully complete one-year probation and must retain certification throughout employment.

Substance Abuse Testing. This class is subject to DOT Pipeline and Hazardous Materials Safety Administration (PHMSA) drug and alcohol testing as outlined in 49 Code of Federal Regulations (CFR) Part 199.

Preferred/Desirable Qualifications. One year or more of recent experience performing physical outdoor duties under all weather conditions within the past three years is highly desirable.

ESSENTIAL FUNCTIONS

Communication: Uses a two-way radio to report safety hazards, gas orders, and gas and water leaks. Responds to customer inquiries regarding meter reading schedules, billing, how meters are read, and

other customer service-related matters. Refers problem reads and/or meters that could not be read to a Field Supervisor - Customer Service Operations or Supervisor for follow-up.

Manual/Physical: Reads and records utility usage from a variety of standard water, gas, and electric meters on assigned routes. Bends up to 400 times per day to lift water meter lids. May lift vault lids weighing up to 100 pounds in order to gain vault access (assistance by another individual would be provided). Completes assigned meter reading routes within established performance standards. Prepares meter repair order forms to facilitate repair, or replacement of damaged, or malfunctioning meters. Confronts and controls dogs on their own territory in order to gain access to meters. Cleans out water meter boxes which may house spiders, lizards, snakes, bees, and wasps. Operates a City truck (half-ton) requiring a standard Arizona Driver's License to travel safely to the area in which meters are to be read. Reads and follows City street maps. Walks throughout the day, 10 - 20 miles, under varying weather conditions. Requires regular attendance with few, if any, unplanned absences.

Mental: Learns meter reading and usage recording techniques and procedures involving the use of a hand-held computer. Learns City of Mesa meter routes and the procedures for working them. Learns basic meter reading schedule, billing, and related customer service oriented policies and procedures. Uses the hand-held computer to sequence the order in which meters are read in order to increase reading efficiency. Compares current utility usage to previous usage data to identify possible meter damage, malfunctioning, or tampering situations and/or to identify potential leakage problems. Calculates approximate solutions to basic arithmetical problems requiring addition, subtraction, multiplication, and/or division. Operates within high accuracy standards in meeting daily meter reading quotas.

Knowledge and Abilities:

Knowledge of:

customer service techniques;
safe work practices and procedures; and
basic arithmetic principles.

Ability to:

operate hand-held Itron computer;
interact with coworkers, other City staff, and the public to establish and maintain effective working relationships;
work independently in the absence of supervision; and
understand simple geography relating to City streets.

The duties listed above are intended only as general illustrations of the various types of work that may be performed. Specific statements of duties not included does not exclude them from the position if the work is similar, related, or a logical assignment to the position. Job descriptions are subject to change by the City as the needs of the City and requirements of the job change.

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CS3720.DOCX
EEO-S/M
JOB FCTN-OFF
INCREMENTS 53-200

PAY GRADE: 41
IND-7520
SWORN-No