
Resolution: 020926-F

Job Title: SR Utility Meter Reader

Department/Division: Water Division

Reports To: Operations Manager

Direct Reports: N/A

Salary Class/Salary Grade: Classified/Grade 15

Employment Status/FLSA: Full-time Regular/Non-exempt

GENERAL DESCRIPTION:

This is field work involving reading of water meters, the recording of consumption, and the completion of assigned work orders. Drives and/or walks to read residential, commercial and industrial water meters on an assigned route; records the readings on a hand-held computer. Checks to see that water meters are functioning properly and reports any defective meters to supervisor. Rotates call-out schedule. Performs cut-offs and reconnections of service. Performs work as outlined by departmental work orders and other related duties as assigned.

ESSENTIAL JOB DUTIES:

Essential Job Duties are intended to be examples of duties and are not intended to be all inclusive. There will be other duties as assigned. All incumbents may not perform all job duties listed, and some incumbents may perform some duties which are not listed, and incumbents may be requested to perform job-related responsibilities and tasks other than those stated in this description.

- Reads residential, commercial and industrial water meters on an assigned route and records readings on a hand-held computer, and utilizes laptop to read AMR meter routes
- Utilizes provided hand-held reader codes and notes option to properly note customer accounts as meter readings are being collected
- Downloads data pulls from electronic meters as required
- Performs work as outlined by departmental work orders, including, but not limited to, removing, repairing and resetting meters, raising water meters to ground level, adjusting leaking meter couplings, re-checking meter readings, and meter change-outs
- Reports to supervisor on status of work orders received and/or completed, as well as materials used and time in/out of job site
- Performs cut-offs (by turning off service and locking off service) and re-connections both during and after regular business hours. Rotates call-out schedule on a periodic basis. May collect account charges after hours

- Checks proper location and verifies service address and meter number to ensure proper utility service installation or repair
- Verifies adherence to standard installation details, including confirming that new meters are installed flush with the ground, centered in the box, free of debris, that backflow is properly installed, that flow direction of both backflow and meter are correct, and verifies both meter and electronic ID numbers
- Performs maintenance to area immediately surrounding meters to ensure adequate access to meter
- Ensures that water meters are functioning properly and reports any defective meters to a supervisor
- Installs locks and other anti-theft devices as directed and searches for and reports illegal connections
- Ensures that preventive maintenance is performed on vehicles or equipment used in performance of the job, including occasional minor repairs as needed
- Ability to locate water lines for utility locates
- Interacts with customers and individuals with service complaints to review meter readings
- Maintain accurate information in GIS for meters
- Troubleshoot and resolve alarms identified through Beacon software
- Assists with the distribution of work orders as needed
- Analyze data pulls to identify leak trends and communicate with customer as needed
- Assists Billing Manager and Billing Supervisor in the correct sequencing of reading routes
- Assists Customer Service in the assignment of cut-off work orders
- Assists in training new employees with how to read and with the meter locations
- Trains new meter readers on Elements work order management system, including proper completion of work orders
- Regular & predictable attendance is a required essential function of the position based on department established work schedule.

KNOWLEDGE, SKILLS, AND ABILITIES:

- Knowledge of the geography and street locations within the water system
- Knowledge of meter reading procedures
- Knowledge of utility bill collection and Board procedures
- Knowledge of basic computer functions
- Ability to establish and maintain effective relationships with internal and external customers
- Ability to prepare records and reports
- Skills in basic math to add, subtract, multiply and divide accurately
- Ability to drive or ride in a vehicle for lengthy periods of time
- Considerable knowledge of the methods, materials, and techniques used in the maintenance and repair of service lines, meters, shut-off valves, and backflow devices
- Considerable knowledge of the hazards and safety precautions (including proper use of PPE) of water system maintenance and repair work
- Ability to walk long distances in uneven terrain in all types of weather conditions
- Ability to bend, stoop and kneel frequently throughout the day
- Ability to understand and follow oral and written instructions
- Ability to work independently to complete assignments within specific time period or schedule

MINIMUM QUALIFICATIONS:

- High School Diploma or equivalent
- Must be able to speak, read and write English
- Must be a self-starter and able to work with little or no supervision
- Valid Alabama drivers license

The physical activities required for this position involve:

Frequent sitting, using hands, talking, and hearing; occasional standing, walking, reaching with hands and arms, stooping, and kneeling.

This position requires lifting:

Up to 25 pounds occasionally; up to 50 pounds rarely

This position has the following special vision requirements:

Ability to read information both in print and electronically.

ENVIRONMENTAL WORKING CONDITIONS:

The following physical conditions and hazards may be encountered while working in this position: weather, uneven surfaces

I certify that this job description is a true reflection of the major responsibilities, requirements, and duties of this position.

Immediate Supervisor

Date

Department Head

Date

I have read this job description and understand the major responsibilities, requirements, and duties of this position. I understand the duties listed in this description are not all-inclusive and there may be other duties assigned to me.

Employee

Date