

## Job Title: Meter Reader

Supervisor: Deputy City Clerk

Incumbent(s):

### *Responsibility and Accountability*

<b>Functional responsibilities</b>	<b>Method of accountability</b>
1. Correct, timely reading of utility meters	Feedback from accounting clerk, self-evaluation, rereads performed, customer feedback.

<b>Most important frequently occurring tasks</b>	<b>Percentage of total time consumed by this task</b>	<b>Purpose and desired outcome of the task</b>	<b>How often is this task performed (Daily, Weekly, Monthly)</b>
1. Reading electric and water meter and reporting results	70%	Correct billing for power and water to customers	Daily
2. Clean and pump meter boxes that are full of water or dirty	20%	So the meter can be read	Daily
3. Identify potential areas of utility abuse	10%	Get proper billing for all utility hookups	Daily
Total	100%		

### *Public Safety*

<b>Tasks that impact public Safety and health</b>	<b>Please explain the purpose and desired outcome of the task</b>	<b>Frequency of the task (Daily, Weekly, Monthly, Annually)</b>
1. Reinstallation of water meter lids could cause a fall	Return water meter lid to proper location	Daily
2. Report dogs "at large" to CSO	Eliminate dogs "at large" from streets	Daily

### *Customer Service*

#### **Direct customer contact (face to face)**

<b>Tasks</b>	<b>Purpose and desired outcome of the task</b>	<b>Frequency of the task (Daily, Weekly, Monthly, Annually)</b>
1. Interaction with customers whose meters are being read	Answer questions about how meters are read	Weekly
2. Responding to customer complaints	Talk customer through the process used and results obtained	Weekly

**Indirect customer contact (over the phone or by mail)**

<b>Tasks</b>	<b>Purpose and desired outcome of the task</b>	<b>Frequency of the task (Daily, Weekly, Monthly, Annually)</b>
1. Respond to customer complaints over the phone	Answer customer questions and respond to requests for information	Weekly

***Knowledge, Experience, Education and Certification***

Knowledge: Read meters, read computer forms, write numbers clearly, legibly, math calculations

Experience: 6 months work experience, reading, writing legibly and math calculations

Education: There is no educational requirement for this job

Certification: There are no certification requirement for this job

Recertification: Physical exam and subject to random drug testing

Or

**any equivalent combination of education and experience**

***Leadership (management and supervision)***

<b>Supervisor (name)</b>	<b>Title</b>	<b>Employees reporting to this supervisor</b>
None		

List the employees by name and title that report to you and for whom you are the direct supervisor.

<b>Employee (name)</b>	<b>Title</b>
None	

<b>Leadworker to:</b>	<b>Title</b>
none	

***Performing Different Jobs***

<b>Tasks performed outside of normal Job</b>	<b>Purpose and desired outcome of the task</b>	<b>Percentage of total time consumed by this task</b>	<b>How often is this task performed (Daily, Weekly, Monthly)</b>
1. None			

**Job Hazards**

<b>Tasks</b>	<b>How performance of the task can cause harm to personal health or safety.</b>	<b>Frequency of the task (Daily, Weekly, Monthly, Annually)</b>
1. Dogs in yards	Dog bites	Daily
2. Lift 50 lb.	Strains and pulls	Daily
3. Exposure to spiders	Spider bites	Daily
4. Exposed to inclement weather, weeds and trash	Lowers resistance to colds and flu, increased likelihood of allergic reactions	Weekly

**Problem Solving Complexity**

<b>Problem you have experienced</b>	<b>Solutions you came up with</b>	<b>How you arrived at the solutions</b>	<b>Who approved the solution</b>
1. Getting access to some properties	Scope from where I can and leave messages	Developed by self	Self
2. Getting access to properties with dogs	Scope from where I can and leave messages	Developed by self	Self

Physical demands: On feet much of the time involving walking, bending, stooping, squatting, twisting, reaching, working on irregular surfaces, frequent lifting of light objects with occasional lifting of heavy objects.