

Position Description METER READER

Department: Customer Service Classification: Non-Exempt

Section/Group: UAW Grade:

Date: September 2014 (Supersedes: March 2004)

Reports to (Title): Customer Service Supervisor

Directly Supervises (Titles):

General Purpose

Under the general supervision of the Customer Service Supervisor, performs the reading of residential and commercial electric, gas, and water meters and interfaces with the general public on a daily basis.

Essential Duties and Responsibilities

The work below is representative of the scope of work performed within this job classification. Individual job duties will vary based on work assignment.

Accurately read and record meter readings for residential and commercial customers using (handheld) computerized meter reading system.

Inspects meters and connections for defect, damage and unauthorized connections. Reports irregularities to Customer Account Representative or Customer Service Supervisor.

Report meter locations that are hazardous or difficult to read or maintain (e.g., dangerous meter locations, vicious or dangerous animals, abnormal utilities – especially natural gas consumption patterns, gas odors, exposed electrical wiring, open or broken water or gas meter boxes, etc.) to Supervisor so that condition can be remedied.

Establish and maintain effective working relationships with supervisor, co-workers, building occupants and the public.

Communicate and interact with customers effectively.

Responds to customer inquiries and complaints and refers, when necessary, to other appropriate staff.

Walking assigned routes reading water, gas and electric meters inside and outside of residential, commercial, industrial and public properties.

Drives a utility-owned vehicle to various locations along the day's route.

Demonstrates the ability to adapt to change in procedures and workload and able to maintain composure when confronted with stressful situations.

Follows established departmental policies and procedures.

Maintains good attendance and punctuality.

Works appropriately with persons of varied races, ages and sociological backgrounds.

Maintains a clean and safe work environment and recognizes and reports unsafe working conditions.
Utilizes proper body mechanics and maintains ergonomically correct position in work area.

Maintains skills and knowledge in the proper and safe techniques for performing job functions.

Performs other duties as assigned by department supervisor/director.

Peripheral Duties

Actively participates in various employee committees.

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

Minimum Qualifications

Education and Experience:

- A) High School diploma, or GED equivalent; and
- B) Valid Minnesota driver's license; and
- C) Prior experience reading residential and commercial gas, water, and electric meters; or
- D) An equivalent combination of experience and training which provides the knowledge and abilities necessary to perform the work.

Knowledge, Skills and Abilities:

- A) Knowledge of: geography, streets and business locations for the City of Austin, and surrounding townships.
- B) Skill in: strong communication skills and the ability to exercise good judgment in interactions with customers; work effectively with all levels of internal management and staff, as well as outside clients and vendors.
- C) Ability to: accurately read and record numbers from various types of meter dials, operate a special-purpose computer terminal, learn and memorize a number of codes, and perform basic mathematical calculations.

Special Requirements:

- A) Successfully complete all modules for the covered task required for this position under Austin Utilities' Operator Qualifications Manual.
- B) Submit to DOT required pre-employment, random, post-accident drug testing, as required under the guidelines of the Office of Pipeline Safety.
- C) Successfully complete any other required training and demonstrate proficiency.

Physical Criteria

In compliance with the Americans with Disabilities Act, the following represents the physical and environmental demands for this position. The employee must be able to perform the essential functions with or without accommodation.

This position requires a majority of time (up to 100%) spend walking and standing.

Very little sitting is required (1-10%).

There is often (31-75%) climbing required.

Repetitive movement of both hands and feet are required.

Audio, visual, and verbal functions are vital aspects to performing this position as well as the ability to operate an automobile.

Specific vision abilities required by this job include close vision, distance vision, and the ability to adjust focus.

Physical demands that may be required continuously (2/3 or more of the time), frequently (1/3 to 2/3 of the time), and occasionally (up to 1/3 of the time) are noted below:

Continuous demands: Walking and standing

Frequent demands: Lifting, Handling, Reaching, Carrying

Occasional demands: Sit; climb or balance; stoop, kneel, bend, crouch, or crawl; talk and hear

Environment Criteria

Must be able to perform physically demanding work under varying weather conditions such as extreme cold and extreme heat. Weather conditions vary from extreme cold (sub-zero) in the winter to very hot and humid during the summer months. The employee is frequently exposed to wet and/or humid conditions.

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.