



CITY OF POCATELLO CLASSIFICATION SPECIFICATION

Meter Reader

Department: Utility Billing

Reports to: Meter Reader Supervisor

Pay Grade: H02

Date Established: 3/2014

Date Revised: 10/2017

FLSA Status: Non-Exempt

CLASSIFICATION SUMMARY

The Meter Reader reads manual and telemetry water meters to determine customer usage for accurate monthly billing. The job maintains meter boxes and replaces defective meters as needed. This job is responsible for walking an assigned route, accessing City water meters, reading meters and recording the reading in a handheld computer.

The job requires the ability to maintain a collaborative and cooperative working relationship with elected and appointed officials, other City employees, other organizations, and the general public. The job requires the ability to organize, prioritize, and carry out tasks. The Meter Reader may interact with customers who are uncooperative.

The work environment is a public street environment that may include exposure to adverse weather conditions, traffic hazards and moving vehicles at the job site, and hazards involving the use of tools and equipment. Work is carried out independently, working alone in the field. Meter boxes may be inhabited by spiders and/or snakes; some meters are located on private property with aggressive dogs. The noise level is generally moderate.

ESSENTIAL DUTIES AND RESPONSIBILITIES *(illustrative only and may vary by assignment)*

Walking an assigned route, accesses City water meters, reads meters and records the reading in a handheld computer to determine customer usage for accurate billing. Meters may be read manually or through radio telemetry, depending on the type of meter installed.

Accesses meters in boxes in various locations to read meters, including utility easements, inside buildings, and on private property.

Replaces defective and/or damaged meters, as needed. Troubleshoots and repairs telemetry systems.

Reviews paperwork created from reads to identify and document zero consumption, high consumption, out of sync or other abnormalities.

Performs maintenance inside and around meter boxes to maintain access.

Assists in turning on service to new customers and shutting off service to delinquent customers, as needed.

Performs other duties as assigned. Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this position at any time.

CLASSIFICATION REQUIREMENTS

The requirements listed below are representative of the minimum knowledge, skill, and/or ability required for an individual to satisfactorily perform each essential duty satisfactorily and be successful in the position.

Knowledge of:

- Customer service methods, techniques, and objectives;
- The operation of City water meters, including turning service on and off to customers;

- Operation of a handheld computer for inputting meter readings;
- City street layout and grid;
- Department policies and procedures on turning on and shutting off water service;
- City policies regarding safe work practices;
- Operation of basic office equipment including a personal computer and job-related software applications.

Skill and Ability to:

- Walk an assigned route, access City meter boxes in easements or other locations, read meter usage numbers, and accurately input numbers into a handheld computer;
- Repair and/or replace defective water meters;
- Troubleshoot and repair meter telemetry systems;
- Maintain the inside of meter boxes and an area around meter boxes for access;
- Provide efficient customer service under occasionally stressful conditions and to communicate effectively with people who may be angry, frustrated or confused;
- Provide efficient customer service to persons of varied backgrounds and experiences;
- Turn on and shut off water service from City meter boxes;
- Operate a handheld computer and input meter readings;
- Operate hand tools required for the assigned tasks;
- Operate a cell phone and motor vehicle;
- Operate a personal computer and job-related software and applications;
- Perform duties accurately and efficiently under time-sensitive deadlines;
- Maintain a collaborative and cooperative working relationship with elected and appointed officials, other city employees, and the public;
- Maintain a professional demeanor at all times;
- Communicate effectively in the English language at a level necessary for efficient job performance;
- Complete assignments in a timely fashion; understand and comply with all rules, policies and regulations;
- Perform all duties in accordance with City policies and procedures with regard for personal safety and that of other employees and the public.

ACCEPTABLE EXPERIENCE, TRAINING, LICENSES AND/OR CERTIFICATIONS

- High school diploma or GED required;
- Idaho driver's license required.

An equivalent combination of education and experience that provides the required skills, knowledge and abilities to successfully perform the essential functions of the position may be considered.

PHYSICAL REQUIREMENTS

While performing the duties of this classification, the employee is frequently required to stand, walk, sit, stoop, kneel, bend, use hands to handle materials, keyboard or type, reach with hands and arms, use hand tools, and operate a motor vehicle. The employee must occasionally lift and/or move up to 75 pounds. Sufficient visual acuity and hearing capacity to perform the essential functions and interact with the public is required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.