

DEFINITION:

Under general supervision, leads the reading, recording, and reporting of electric and water meters.

EXAMPLES OF DUTIES:

NOTE: The following are the duties performed by employees in this classification. However, employees may perform other related duties. Duties listed are not necessarily performed by each individual in the classification.

1. Plans daily work schedule and assigns routes to subordinates for work.

Measures: Effectively delegates work to associates.

2. Investigates and analyzes abnormal meter readings to determine malfunction, or possible tampering; clean/repairs malfunctioning water meters, and cleans dirt from areas around meters.

Measures: Work performed on a timely and thorough basis and discrepancies reconciled quickly.

3. Leads and instructs subordinates in the performance of meter reading and the operation of reading equipment.

Measures: Workers possess proper training in services and equipment, making their efforts more effective.

4. Works with other departments in establishing procedures and guidelines for the operation, maintenance and repair of meters and equipment.

Measures: Maintenance schedules are properly followed, ensuring well maintained meters and meter reading equipment.

5. Prepares necessary records including purchase orders, invoices, time sheets, work schedules and operating data.

Measures: Reports are prepared in a thorough and timely manner.

6. Answers and responds to requests and emergency calls from other departments and the general public.

Measures: Inquiries handled in a timely and responsible manner.

7. Investigates and resolves customer complaints and inquiries.

Measures: Complaints and issues resolved quickly and courteously.

8. Performs related duties as assigned.

QUALIFICATIONS:

Knowledge of:

Basic clerical procedures; general utilities maintenance procedures and functions; use and maintenance of computerized meter reading devices; City policies and procedures; functions and operation of utility meters.

Ability to:

Interact effectively with the public and employees. Read gauges and accurately record figures; make rapid and accurate calculations; establish effective and cooperative relationships with the public and to assist them with problems and complaints; follow written and oral instruction; work independently; supervise and train subordinates; perform moderately heavy physical work.

Education:

Any combination of training and experience that provides the required knowledge, skills, and abilities is qualifying; typical education would include a high school diploma, or equivalent; formal training in the use of computerized meter reading equipment (Datacap).

Experience:

Typical experience would include three years relevant experience in meter reading.

Special Requirements:

Possession of the appropriate California driver's license, to the ability to acquire one within ten days of appointment.