

SENIOR METER READER

PURPOSE AND NATURE OF WORK

This position is responsible for ensuring that electric and water meters are accurately read in a timely manner. Incumbents may also participate in connecting, disconnecting, removing, and reading meters for special situations if necessary. Also responsible for the reading of routes when assigned and with assisting subordinates with their routes in order to complete daily work load in Meter Services. Incumbents work on an on-call rotation. General supervision is exercised over Meter Readers. Work is performed under the direction a Meter Reader Supervisor.

ILLUSTRATIVE EXAMPLES OF WORK (Note: These examples are intended only to illustrate the various types of work performed by incumbents in this class. All of the duties performed by any one incumbent may not be listed, nor does any incumbent necessarily perform all of these duties.)

Trains and supervises Meter Readers and participates in tasks of the Meter Reader II. Handles customer complaints encountered in the field. Re-reads meters with unusually high or low consumption; checks for visible leaks, checks for possible tampering, checks for meter malfunction and reports problems to a supervisor. Reads meters that are skipped due to various obstructions or which are located in unusual or difficult locations. May connect, disconnect or remove meters. Verifies incorrect meter serial numbers and multipliers, and reports same to a supervisor. Spots new accounts in the field. Receives list of delinquent accounts and takes appropriate action. Reads demand meters and handles routine customer relations problems. Handles minor personnel problems of subordinates including evaluations of same.

Performs related work as required.

NECESSARY KNOWLEDGE, ABILITIES, AND SKILLS

Thorough knowledge of the lay out of the City, locations of meters and individual routes.

Thorough knowledge of the policies and procedures established for collection of delinquent utility bills.

Knowledge of problems and solutions in obtaining meter reading.

Some knowledge of basic electricity.

Ability to read, connect and disconnect water and different types of electric meters with a high degree of accuracy and speed.

Ability to understand and carry out oral and written instructions.

Ability to walk for long periods of time and to work outdoors in all weather conditions.

Ability to provide efficient and fair supervision.

Ability to form and maintain effective working relationships with superiors, other employees and deal with customers in a courteous, tactful and effective manner.

Ability to use porta-processor and computer equipment including laptops with mouse and the use of email, as well as radio communications equipment.

DESIRABLE TRAINING AND EXPERIENCE

Completion of high school or GED and working experience as a meter reader and in the connection and disconnection of meters, or an equivalent combination of education and experience.

NECESSARY SPECIAL REQUIREMENTS

Possession of a valid Louisiana driver's license.