

JOB DESCRIPTION

POSITION TITLE: Meter Reader (Non-exempt)

REPORTS TO: Metering Supervisor

JOB SUMMARY:

Responsible for performing specialized duties in relation to electric, gas, and water meter maintenance & reading, customer service work orders, and Utility billing processes.

MAJOR DUTIES AND RESPONSIBILITIES:

1. Reads and records consumption of residential and commercial electric, gas, and water meters with hand-held reading devices and manual reads; verifies that readings are within parameters and troubleshoots problems related to meters and reading equipment.
2. Installs, repairs, and inspects electric and water meters, and meter reading equipment, valves, pressure regulators and flow testing meters, and trains other staff members in all aspects of the job.
3. Responds to customer service requests, not limited to connections, disconnects, re-reading meters, checking for leaks, etc. and may be required to respond to emergency callouts or assist the operations with system repairs.
4. Posts notices at physical locations regarding billing, customer information, and perform work required to keep meter pits accessible.
5. Ensures proper inventory of meter-related equipment and parts; orders supplies as required.
6. Maintains records of work performed and materials used.
7. Contributes to the efficiency and effectiveness of the unit's service to its customers by offering suggestions and directing or participating as an active member of a team.
8. Represents the Commission with dignity, integrity, and a spirit of cooperation in all relationships with staff and the public.
9. Performs other duties as assigned.

REQUIRED KNOWLEDGE AND SKILL

Knowledge of:

1. Meter services rules, regulations, policies, and operating procedures including electric, gas, water and identifying sources of high-water use.
2. Meter equipment used by the Commission.
3. Basic mathematics with a focus on electric voltage, gas, water flow and metering.
4. Safe work methods and safety regulations while performing maintenance work.
5. Record keeping practices of work performed.
6. Computer applications related to the work with a focus on meter reading, charts & graphs, and word documents.
7. Techniques for dealing with angry or individuals from various socio-economic, ethnic, and cultural backgrounds.

Skill in:

1. Identifying and resolving operational, technical, and procedural problems and communicating effectively verbally and in writing.
2. Preparing clear and concise written reports.
3. Safely operating an assortment of measurement tools and equipment.
4. Using computers, associated software packages and electronic meter reading equipment.
5. Safely driving company issued vehicles.
6. Reading and interpreting manuals, specifications and troubleshooting metering equipment.
7. Understanding and following oral and written directions.
8. Using initiative and independent judgment within established procedural guidelines.
9. Contributing effectively to the accomplishment of team or work unit goals, objectives, and activities.

PHYSICAL DEMANDS/WORK ENVIRONMENT

- The physical demands described herein are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
- Strength and mobility to work in a typical field setting, including operating hand and power tools; stamina to perform sustained physical labor, including standing, walking, and working in confined or awkward spaces; strength to lift and maneuver materials and equipment weighing up to 50 pounds with proper equipment; vision to read printed materials and computer screens; and hearing and speech to communicate in person or over a radio or telephone.
- Work is subject to exposure to frequent travel, and extreme weather conditions.
- Normal working hours are expected (7:00 AM – 4:00 PM, Monday through Friday – Full Time); however, employee may be subject to call-outs or be on-call after normal business hours and on weekends and/or holidays. During the week that the employee is on-call, their working hours will be from 11:00 AM – 8:00 PM.

MINIMAL QUALIFICATIONS

- High school diploma or equivalent.
- Must possess and maintain a valid Georgia driver's license.
- Possess demonstrable skills, and be self motivated and a team player.
- Possess good reading, verbal and written communication skills.
- Ability to read, record, and accurately enter numbers (meter readings).
- Possess two (2) years of customer service experience, or an equivalent combination of education, training, and experience

If interested, please send resume by one of the methods below:

hrmanager@fvutil.com

500 Anthoine St

Fort Valley GA 31030

478-825-7704

EOE/Drug Free/Smoke Free Environment