



JOB DESCRIPTION

Title: **METER READER**
Department: Public Works / Water
Class Code: 8350
FLSA Status: Non-Exempt
Effective Date: January 22, 1985 (Rev. 01/2019)

GENERAL PURPOSE

Under close supervision from the Water Distribution Supervisor, performs numerous water and power customer service related activities, performs routine meter reading work for power and water utilities and collection of delinquent utility accounts.

ESSENTIAL DUTIES

- Collects readings from power and water meters utilizing the City's most current reading technology or by walking or driving the established routes.
- Maintains and records readings on handheld reading equipment or PC tablet and docks the equipment for billing updates.
- Follows-up with utility meter reading exception lists and resolves any exceptions as quickly as possible.
- Identifies and reports irregularities, defects or damages to meters or Encoder Receiver Transmitters (ERT's) and prepares work requests or workorders.
- Completes and tracks service requests or work orders related to water meters, ERT's, meter boxes, lids and meter pits, or other water related issues as assigned.
- Keeps all meters clear of debris, grass brush or any obstructions.
- Performs disconnections and reconnections of water and power meters for collections purposes.
- Assists in the collections of delinquent residential and commercial utility accounts.
- Performs specialized work involving the removal, installation, inspection, maintenance, repair and testing of commercial and residential water meters.
- Updates and maintains accurate records on the locations of water and power service meters and fire hydrants.
- Uses proper safety equipment and personal protective equipment, (PPE) as required when removing power and water metering equipment.
- Performs after hours connects and disconnects of residential power and water services on a rotating on-call basis.

- Understands and properly uses the current meter reading software to collect and report meter readings and helps to keep equipment up-to-date and fully operational.
- Responds to all customer billing service requests in a timely manner.

OTHER DUTIES

- Installs, removes and maintains fire hydrant meters.
- Assists water personnel with water sampling activities.
- Assists with water division facility maintenance and cleaning.
- Performs other duties as assigned.

MINIMUM QUALIFICATIONS

Education and Experience

- Graduation from high school or equivalent and six (6) months of related experience or any equivalent combination of education and experience.

Special Requirements

- Must possess a valid Utah Driver License.

Necessary Knowledge, Skills and Abilities

- Working knowledge of meter locations.
- Working knowledge of Murray City's GIS mapping applications.
- Working knowledge of City Works, work order and service request software.
- Ability to accurately read and record various types of meter dials.
- Ability to make basic mathematical computations to indicate total volume of utility consumed.
- Ability to follow written and verbal instructions.
- Ability to establish and maintain effective working relationships with the various Murray City Departments, other agencies, and the public.
- Ability to communicate effectively both verbally and in writing, and deal with difficult customers.

TOOLS & EQUIPMENT USED

- Hand and power tools, portable radio, vehicle, data collection devices, phone, tablets, GPS equipment, computers, printers, City software programs, safety equipment.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- While performing the duties of this job, the employee is occasionally required to reach with hands and arms. The employee is constantly required to stand; walk; and use hands to finger, handle, feel or operate objects, tools or controls. The employee is frequently required to stoop, kneel, crouch, or crawl; and occasionally required to sit; climb or balance; and talk or hear.

- The employee must occasionally lift and/or move up to 75 pounds. Specific vision abilities required by this job include close vision, distance vision, and the ability to adjust focus.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- While performing the duties of this job, the employee regularly works in a vehicle and outside weather conditions. The employee is frequently exposed to wet and/or humid conditions. The employee is occasionally exposed to risk of electrical shock, and vicious dogs.
- The noise level in the work environment is usually moderate.

DEPT/DIVISION APPROVED BY: _____ DATE: _____

EMPLOYEE'S SIGNATURE: _____ DATE: _____

H. R. DEPT. APPROVED BY: _____ DATE: _____